



A CARING DUNDEE

A STRATEGIC PLAN FOR SUPPORTING
CARERS IN DUNDEE

2017-2020



Dundee
Health & Social Care
Partnership

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ONE PAGE SUMMARY

Where do we want to be?	A caring Dundee, in which all carers feel listened to, valued and supported so that they feel well and are able to live a life alongside caring.				
What will change look like?	Carers will say that they are identified, respected and involved	Carers will say that they have had a positive caring experience	Carers will say that they can live a fulfilled and healthy life	Carers will say that they can balance the caring role with their life	
What will we do?	<p>Develop supports and opportunities so that carers are:</p> <ul style="list-style-type: none"> Listened to and included in deciding how they and the person they look after are supported. Able to influence how services are developed and provided. Involved in the admission and discharge planning of the person they care for. Identified early and crisis is prevented. 	<p>Develop supports and opportunities so that carers feel that:</p> <ul style="list-style-type: none"> Services are well coordinated for the person they care for and themselves. Carers have had positive experiences of supports and services. Experience is used and valued 	<p>Develop supports and opportunities so that carers have:</p> <ul style="list-style-type: none"> Improved wellbeing Been supported to minimise the impact of financial hardship, as a result of caring. Access to a range of information and advice. Access to a range of targeted informal supports which carers can directly access. 	<p>Develop supports and opportunities so that:</p> <ul style="list-style-type: none"> Young carers feel supported Adult carers feel supported Carers have access to short breaks and respite. Carers who are in employment and/ education are supported. 	
What will Carers say that shows a difference has been made?	<p>I have been identified and recognised as a carer</p> <p>I feel listened to and respected</p> <p>I have a say in the services provided for the person I look after.</p> <p>I have a say in the services provided for me.</p>	<p>I have had a positive experience of services for the person I look after and of services I have a say in the services provided for me.</p> <p>Services are well coordinated for me and the person I look after.</p> <p>I am informed and able to access a range of information and advice.</p>	<p>I feel well and healthy</p> <p>I feel that I have achieved the outcomes I want to achieve.</p> <p>I have been able to maximise my income and manage my money.</p>	<p>I feel supported to continue caring</p> <p>I have a good balance between caring and other things in my life I feel supported to continue caring.</p> <p>I am able to spend enough time with people I want to spend time with.</p>	

“Carer involvement has to be meaningful not meaningless, which is about listening, responding and acting upon what carers are saying.

Nothing about us without us!” (Local Carer)

In Dundee, we recognise the significant and vital contribution that Carers make in supporting people they care for. Over the next few years changes in resources available, patterns of demand and support to Carers and the person they care for is anticipated. Our central task throughout this period is to focus on identifying, listening to, supporting and empowering unpaid Carers, of any age, in Dundee.

To ensure we maintain this focus, the Dundee Carers Strategic Planning Partnership (the Partnership) has produced this Strategic Plan (the Plan). This Plan builds upon the previous Dundee Carers Strategy and is for all Carers in Dundee, including young, adult and parent carers and was developed through listening to the views and experiences of Carers. This is so that our future direction reflects Carers priorities and provides all Carers with an opportunity to shape and influence how they are supported.

The Plan sets out the approach and actions by which the Partnership will deliver on our vision and outcomes for Carers living in Dundee and Carers caring for people in Dundee. It describes how we will implement the Carers (Scotland) Act 2016 and helps prepare for the requirements set out for local carers strategies which are contained within the statutory guidance which will accompany this Act.

Appendix 1 is a glossary of terms is to assist you to understand some of the key terms used throughout this plan. Information about the Dundee Carer’s Partnership is in Appendix 2, The Carers Strategic Needs Assessment is in Appendix 3. Appendix 4 demonstrates the range of support that was available in 2016/7. Appendix 5 contains the Carers Strategic Outcome Delivery Plan and Appendix 6 has the Financial Statement.

OUR VISION

A Caring Dundee in which all Carers feel listened to, valued and supported so that they feel well and are able to live a life alongside caring.

We have developed four strategic outcomes based on what Carers and our stakeholders told us. The four strategic outcomes are:

I am identified, respected and involved

Carers will say that they have been identified, given a voice and feel listened to, understood and respected. They will be an equal partner in the planning and shaping services and supports. Carers will also say that they know and understand their rights and are respected as a Carer.

I have had a positive caring experience

Carers will say that they have had positive experiences of supports and services designed to support them and the person they care for. Carers will say that they feel services are well coordinated for them and the person they care for and that they have access to a range of information and advice.

I can live a fulfilled and healthy life

Carers will say that they have opportunities to lead a fulfilled and healthy life. This may include accessing supports to improve their health and wellbeing, financial security and identifying what is important to them and how they will achieve this.

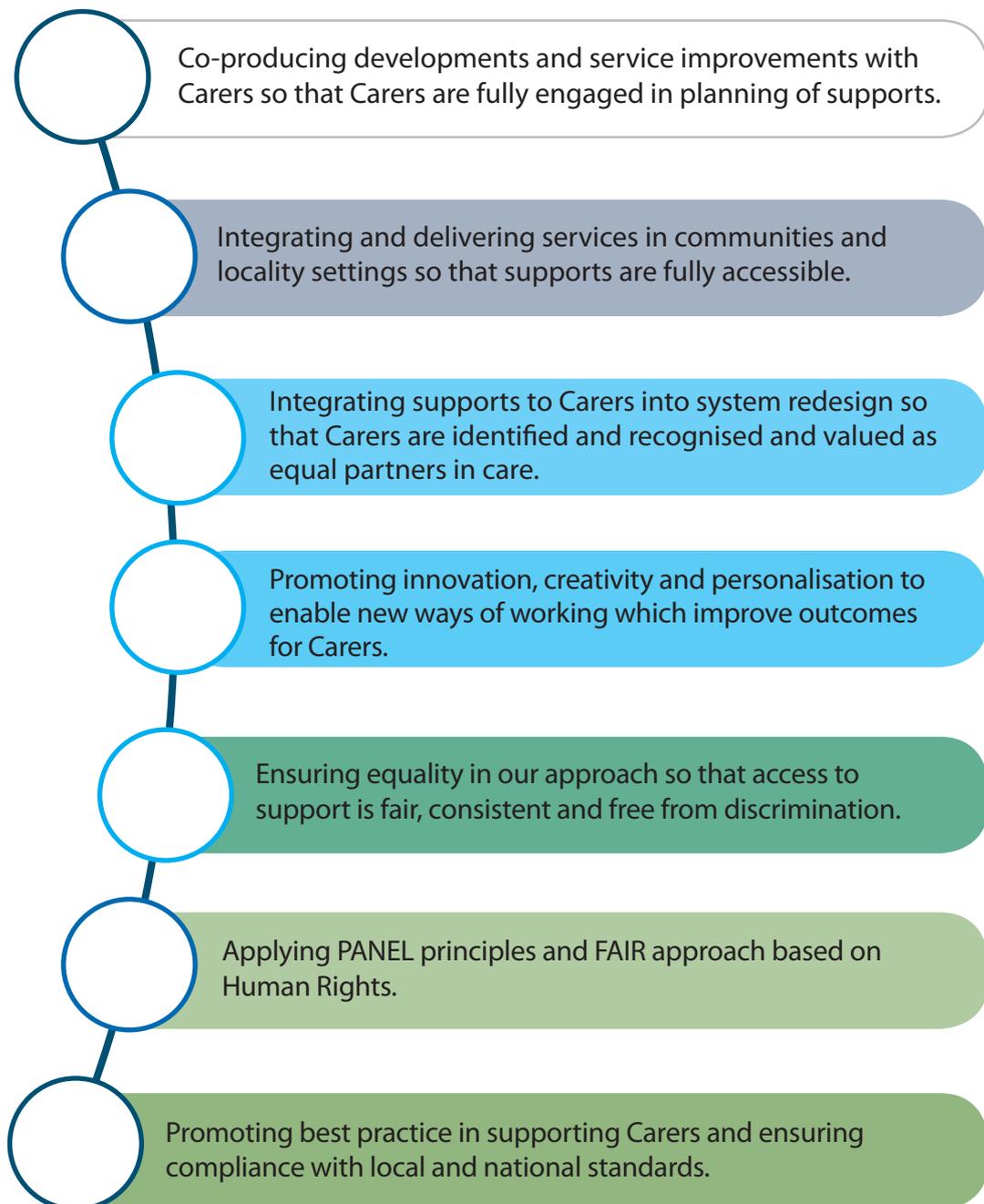
I can balance the caring role with my life

Carers will say that they have a good balance between caring and other things in their life and have choices about caring. Carers will say that they are able to spend enough time with people and activities they want to do and are able to continue in the caring role.

OUR APPROACH

Our approach to strategic planning is based on our recognition of the vital contribution made by Carers and the value of each individual Carer and the person they care for. We believe that any support provided in Dundee to Carers must be based on the Carers views and their individual preferences, outcomes and strengths.

To enable implementation of our strategic plan we have adopted a set of guiding principles so that Carers feel valued, supported and fully engaged in what we do. The principles are based on Equal Partners in Care core principles listed below.



WHO IS A CARER?

A Carer is anyone who cares, unpaid, for a friend or family member who is affected by illness, disability, frailty, mental health or alcohol or drug use.

The circumstances of each Carer are unique. Carers can be any age, from children to older people, and carers are part of every community and culture. Carers may be parents, spouses, grandparents, daughters, brothers, same sex partners, friends or neighbours. Some Carers may be disabled or have care needs themselves. Sometimes two people with care needs are carers for each other. Some Carers can provide care and support for more than one person.

A Young Carer is a child or young person under the age of 18 who has a significant role in looking after someone in their family. They may have practical caring responsibilities or be emotionally affected by a family member's care needs". (Caring Together – the Carers Strategy for Scotland 2010-2015; Carers (Scotland) Act 2016)

We know through our discussions with Carers that support to Kinship Carers is also important. A Kinship Carer is an extended family member or close friend who looks after a child, if they cannot remain with their birth parents. Support to Kinship Carers in Dundee is undertaken through the Dundee Children and Families planning arrangements. In addition to their Kinship Care responsibilities some Kinship Carers may also be Carers like the type of Carer described above. There will also be some Young Carers living with Kinship Carer as part of their family.



Strategic Overview

This Plan has been written in national and local policy context that services should be “outcome-focused, integrated and collaborative. They must become transparent, community-driven and designed around users’ needs. They should focus on prevention and early intervention” (Commission on the Future Delivery of Public Services (2011)).

The Carers (Scotland) Act 2016 has been introduced in a context of legislation and policies such as Integration of Health and Social Care, Getting It Right For Every Child (GIRFEC) and Community Empowerment Legislation and Policy. These developments mean that the introduction of the Carers (Scotland) Act 2016 presents an ideal platform to establish collaborative opportunities. There is potential for these opportunities to:

- enhance the identification, support and empowerment of Carers in Dundee,
- support a shift towards prevention, early intervention and health equality for Carers,
- promote improved outcomes for Carers, the people they care for and our communities,
- increase the accessibility, flexibility and efficiency of services so that people can gain the right support at the right time,
- increase opportunities for people to be involved in the design and development of supports and services.

Locally, Dundee has embraced this opportunity and articulated its plans for improving outcomes for Carers and the people they care for through the Dundee Health and Social Care Partnership Strategic and Commissioning Plan, Tayside Plan for Children, Young People and Families and the draft Local Outcome Improvement Plan.

Through these plans services and supports for Carers and the people they care for should be delivered locally, tailored to meet personal outcomes, developed in partnership with people and communities and should work together in the best way possible.

Demand for Support

Dundee Population Strategic Needs Assessment

The Strategic Needs Assessment accompanying the Dundee Health and Social Care Partnership Strategic and Commissioning Plan provides an analysis of Dundee's demographics and what this means for the future delivery of health and social care in Dundee. The document highlights important information about Dundee.

- The population is projected to rise by 15% to 170,811 by 2037. Within this growth, it is anticipated that with increased life expectancy there will be an increase by 45% of people aged over 75, but because of other factors, a decrease in people aged between 16 to 29 and 50 to 64.
- In future, it is anticipated that, there will be an increase number of people are aged over 75 living with two or more long term health conditions.
- In comparison with other areas there are a higher level of people under 65 with one or more long term condition. This is thought to be due to the effects of deprivation and health and social inequalities,
- Dundee ranks in the five local authorities in Scotland who are highest for the prevalence of learning disabilities, physical disabilities, mental health issues and substance misuse.

Through analysing the Strategic Needs Assessment we know that, in Dundee, new approaches and interventions are required alongside system redesign to enable citizens of Dundee to achieve their outcomes and live a fulfilled life.

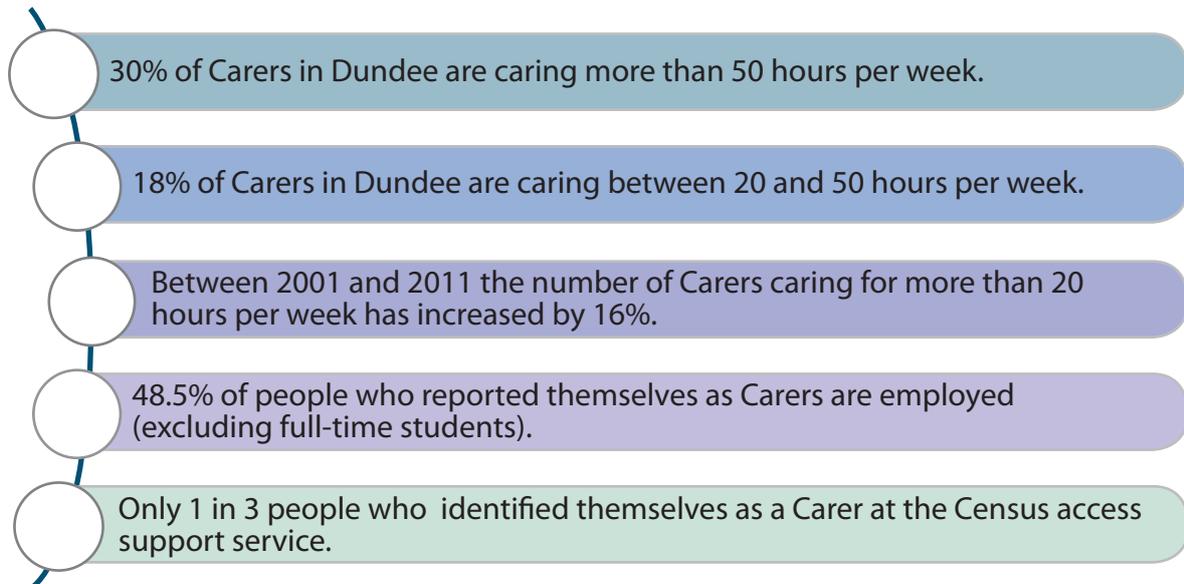
There are priorities identified within the Dundee Health and Social Care Partnership Strategic and Commissioning Plan, Tayside Plan for Children, Young People and Families along with associated care group strategic planning groups and the draft Local Outcome Improvement Plan. These priorities are expected to support a shift towards:

- o improving outcomes for the Citizens of Dundee,
- o protecting people who are most vulnerable from harm,
- o providing services which are experienced as integrated and effective,
- o reducing inequalities and disadvantage,
- o intervening early to prevent needs arising in the first place,
- o providing the right support to meet needs at the earliest appropriate time,
- o developing personalised locally based services which citizens can access easily.

This Plan reflects these priorities and ambitions and our commitment as a partnership is to work collaboratively towards achieving outcomes for Carers and those they care for.

Carers Strategic Needs Assessment

The Full Strategic Needs Assessment is available in Appendix 3. The 2011 Census indicates that there were 13,072 residents of Dundee who identified themselves as a Carer. 12,808 of these Carers were over 16; 264 children under age of 16 were recorded as Carers. The Strategic Needs Assessment for Dundee indicates that women and people aged 50 to 64 are most likely to be Carers. See below for other information about Dundee Carers.



Through the strategic needs assessment and information gathered in a review of local resources we can predict some changes over the next 10 years.

- The number of Adult and Young Carers identified and seeking support will continue to increase.
- The number of hours spent caring and complexity of the caring role will increase within the caring population.
- Carers who have complex responsibilities and greater number of hours caring are more likely to reside in specific areas of the city.
- The numbers of people in employment who are also Carers will continue to increase.

Key priorities identified in the strategic needs assessment are to:

- build capacity through local communities and provide a range of locally based personalised supports so that all Carers can access the right type of support, at the right time, at the right place,
- support Carers in employment, education or training so that they can continue in the caring role and balance that role with a life of their own,
- ensure that the supports and services that are developed are responsive to Carers own circumstances, with an aim of reducing variation and address differences between levels of inequalities between areas of Dundee.

Carers Resources

Carers can currently access both formal and informal supports from a range of resources across Dundee. The Triangle of Support in Appendix 4 describes the type of resources provided by organisations and services in Dundee.

Our workforce and partners across statutory, third sector and private sector identify, support and work in partnership with Carers on a day to day basis. The supports Carers engage with can include local services and supports available to all citizens; supports designed for and accessible only to Carers; and supports and services for the person cared for which provide respite or relief for Carers.

As a Partnership we have developed integrated health and social care budgets and contracts which relate to Carers so that we can use our resources effectively to meet Carers outcomes. Our integrated budget statement is available in Appendix 6.

It is anticipated through promoting a collaborative and integrated approach we will build on our current partnerships and resources so that Carers can achieve their outcomes in the way that suits their individual circumstances. Through this we intend to build our capacity to support Carers in Dundee and Carers caring for people in Dundee.

Through the implementation of this Plan and our preparations for the Carers (Scotland) Act 2016 that, as a Carers Partnership, we seek confirmation of resources allocated to Dundee from Scottish Government for Carers so that we can fully implement the new duties. Once resources are confirmed the Carers Partnership will then agree future commissioning intentions and use of these resources. This will be reported as part of the Carer Partnership reporting arrangements.

The Triangle of Support identifies the type of support that was available in 2016 for local carers. See Appendix 4- Triangle of Support 2016/7. This will be updated in 2018 when funding commitments are confirmed by Scottish Government and as a Partnership we have agreed commissioning intentions.

John's Story

*John is 15 years old and lives at home with his mum and dad and younger sister in Dundee. At the age of 3 John was diagnosed with Autism.

His family took a long time to come to terms with this diagnosis and have always relied upon their own resources and not really asked for help. As the years have passed however they have become increasingly concerned about the lack of friends John has, the few social opportunities he has out with school, his future beyond school and the impact which his disability has had on his sister while growing up. They also report feeling at times tired and stressed and would really benefit from a break, but feel guilty about asking.

After much persuasion from family and friends they contacted the Barnardo's Family Support Team who introduced a family worker to them to look at what help would really make a difference.

After much discussion the family chose to pursue a Section 23 Assessment of Need, (Children's Act, Scotland 1995) which importantly gives them the opportunity to have their views heard and needs expressed as it includes a section on the views of carers and young people. John now accesses planned short breaks, which he loves, and weekly enabling support – which aims to introduce him to new activities and challenges – such as travelling on public transport, which will help prepare him for life beyond school. Relationships at home have improved and John's sister now attends the Young Carers Project which has really helped.

Both parents feel more optimistic about the future and have recently become very actively involved in both the Barnardo's Advisory Group and School Council. Indeed dad has also played an important part in the interviewing of new staff with Barnardo's.

Life is not perfect but with a little help and support they feel better able to manage and also feel they have an important role to play in shaping the future for their son through Self-Directed Support and in developing and improving the services which he currently attends.

*John's name has been changed to protect confidentiality

DELIVERING ON OUR VISION AND OUTCOMES

“Support should be available to any carer who needs it irrespective of hours spent caring” (Local Carer)

As a Partnership, we believe that support should be available to any Carer who needs it. The Vision is that we will have A Caring Dundee in which all Carers feel listened to, valued and supported so that they feel well and are able to live a life alongside caring. Listed below are a number of factors which will support us in achieving this vision.

- ✓ Considering how we are doing against our four strategic wellbeing outcomes, (I am identified, respected and involved; I have had positive caring experiences; I can live a fulfilled and healthy life; I can balance my life with the caring role).
- ✓ Identifying actions and shifts we need to take to achieve these outcomes.
- ✓ Setting out the model which will support us to achieve these shifts.
- ✓ Understanding the investment that is required to support completion of the actions and development of our model

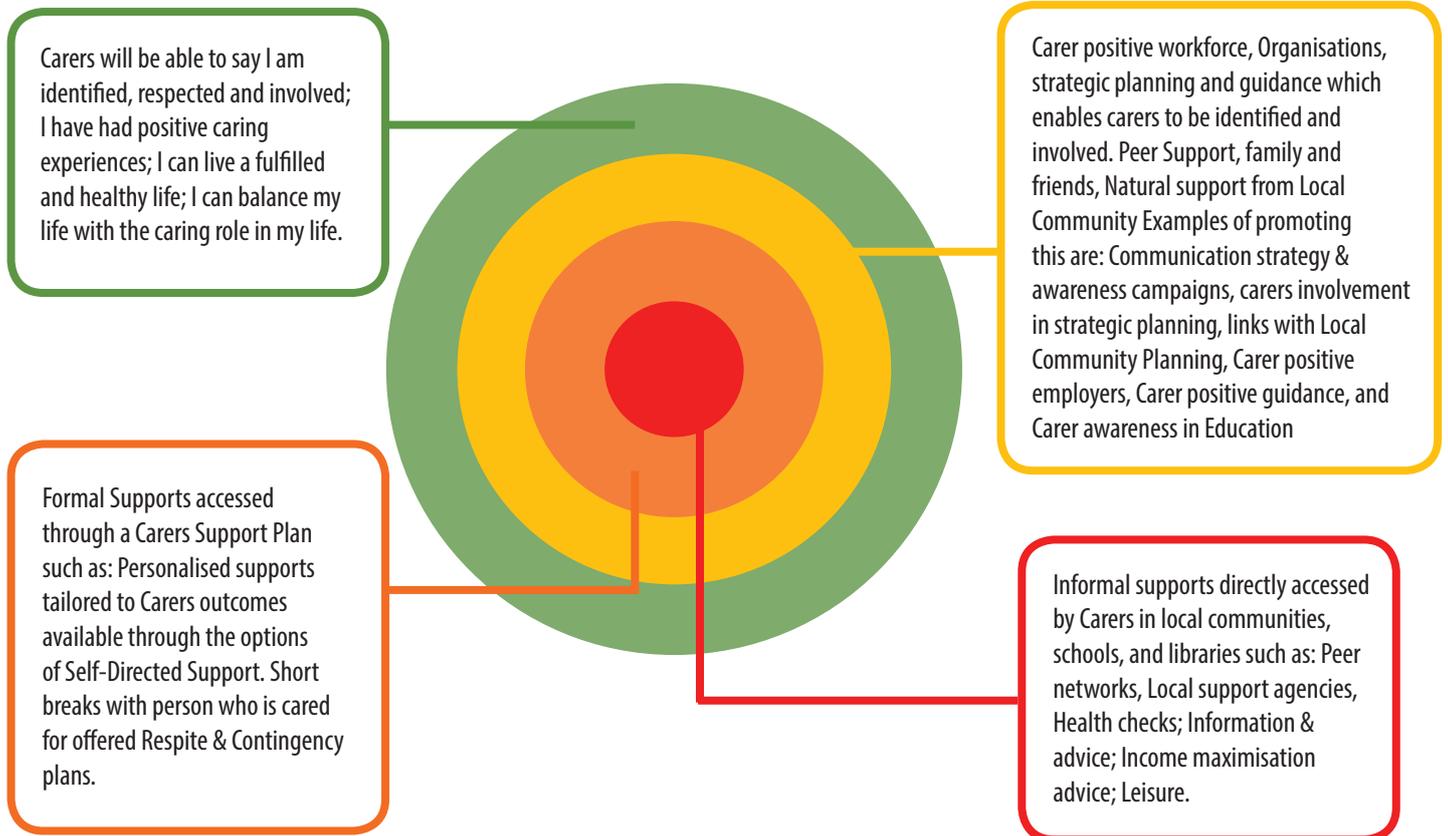
A Carers Strategic Outcome Delivery Plan outlining how we will achieve our outcomes and investment required is located in Appendix 5.



DELIVERING ON OUR VISION AND OUTCOMES

Our Model

We will prioritise investment in projects and supports which enable our strategic outcomes, duties under the Carers (Scotland) Act 2016 and model of delivery.



This model will support us to achieve the four strategic outcomes for carers in a number of ways.

- Embedding person centred and carer positive practice through developing our workforce, organisations, strategic planning and guidance. It is aimed that this will build on developments to date so that in Dundee we evidence an increase in Carers being identified, involved and respected.
- Enabling decisive shift towards prevention, early intervention and health equality through developing a range of informal supports which can be directly accessed by Carers in their local communities which enables Carers to achieve their personal outcomes.
- and having positive experiences as a Carer
- Building capacity, so that Carers health checks are easily accessible to all Carers and through these checks Carers health and wellbeing is promoted.
- Further developing our short breaks model as a model of early intervention and support which enables Carers to continue in their Caring role and have positive experiences as a Carer.
- Developing integrated models of locality based and personalised support which enable Carers

CARERS STRATEGIC OUTCOME 1

Carer Strategic Outcome 1: I am Identified, Respected and Involved

Carers will say that they have been identified, given a voice and feel listened to, understood and an equal partner in the planning and shaping services and supports. Carers will also say that they know and understand their rights as a Carer.

How Are We Doing?

47% of Carers during period 2013 - 2014 and 53% Carers during period 2015 – 2016 who responded to the Scottish Health and Care Experience Report told us that they feel they have a say in the services provided for the person they look after.

This is slightly above the Scottish average and demonstrates a slight increase during 2015 - 2016.

What Did You Tell Us?

Discussions with Carers, Carers Organisations and stakeholders you told us several key priorities for the Carers Strategic Plan.

- All Carers will be listened to, respected and have a say in the supports required for them and the person they care for.
- Carers should have information provided when the person they care for becomes unwell or is being admitted or discharged from hospital so that Carers can be involved in decision making,
- The workforce must be provided with information, support and training to identify Carers and enable Carers to feel an equal partner in care,
- Carers will be seen as individuals and recognised as Citizens.

The IRISS Hospital to Home research, also highlighted that involving Carers and the person they care for in discharge planning can improve their experience of services and enable Carers and the person they care for to achieve their outcomes.

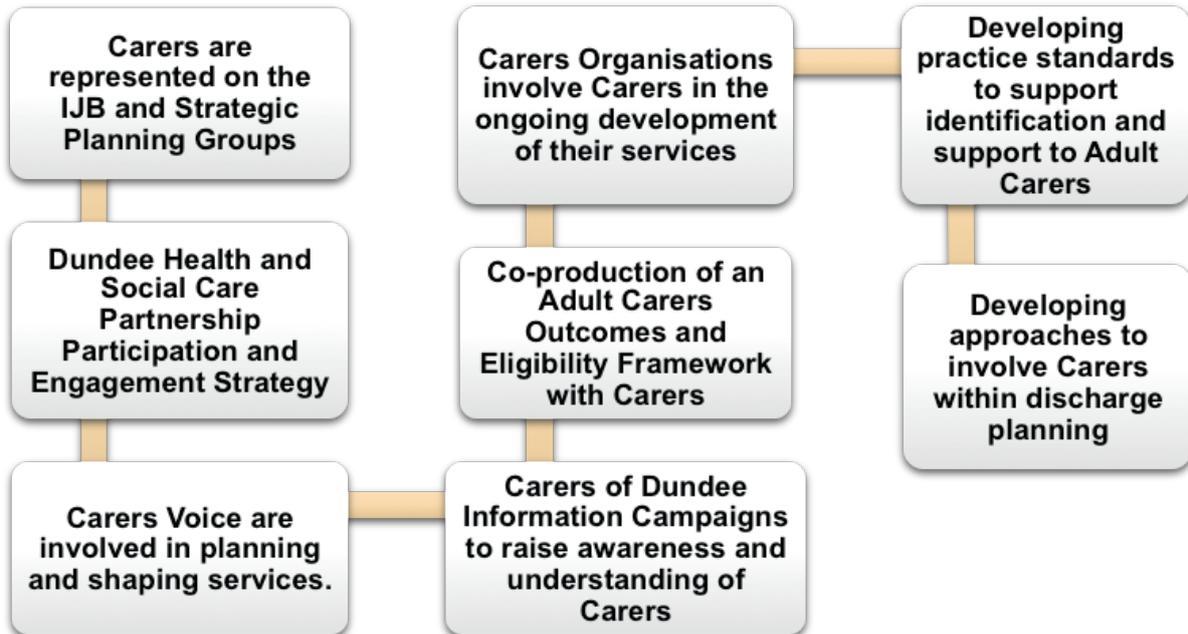
Based on this information it is a priority for the Carers Partnership to increase the percentage of Carers who feel they have a say in the services provided for the person they look after and who feel involved in discharge planning.

CARERS STRATEGIC OUTCOME 1

What Are We Doing Now?

Within Dundee, we have undertaken a range of activities to identify Carers and involve Carers in planning and shaping services and supports required for person they care for and themselves.

See below for examples of activity within Dundee.



Good Practice Example

Dundee City Council Children & Families Services involved Young Carers through Dundee Carers Centre in reviewing their Policy on Provision for Young Carers. Following a young carers engagement meeting, the following was agreed:

1. A new policy for supporting Young Carers was launched in January 2017 with the support of young carers and the distribution of awareness raising posters/leaflets to schools (pupils will design the publicity material).
2. Young people who access Young Carers services will support the production of Young Carer lesson materials aimed at raising awareness of young carer responsibilities; these will be distributed to schools.

By undertaking this approach, Young Carers will be supported to be identified, respected and involved when at School.

CARERS STRATEGIC OUTCOME 1

What Will We Do?

Through local engagement and discussion we know that we need to develop our workforce, pathways and supports so that Carers are:

- listened to and included in deciding how they and the person they look after are supported,
- able to influence how services are developed and provided,
- involved in the admission and discharge planning of the person they care for,
- identified early helping prevent crisis.

The aim is that by focusing on these key themes we will be able to achieve our strategic wellbeing outcome that Carers will say I am identified, respected and included. Here are the actions we will take to make this shift.

- ✓ Develop and implement a Dundee multi-agency guidance which provides guidance to our workforce on identifying, supporting, listening to and involving Carers in planning of services and supports as an equal partner in care. This will include guidance on how we communicate and work together.
- ✓ Implement and embed a workforce development strategy to support implementation of the Carers (Scotland) Act 2016, the multi-agency guidance and to build confidence and skills of our workforce in supporting Carers.
- ✓ Develop a pre assessment information booklet/checklist that enables individuals to identify that they are Carers. Publish the booklet via the refreshed 'Carers of Dundee website'.
- ✓ Implement a Carers participation and engagement statement which sets out how Carers will be promoted and encouraged to be meaningfully involved in the strategic planning and shaping of services to support them and the person they care for.
- ✓ Further develop 'Carers Voice', which is a Carers Involvement Group, as a means of engaging with and involving Carers in the planning and shaping of services.
- ✓ Implement a statement, pathway, guidance and a workforce strategy for identifying and involving Young and Adult Carers in admission to hospital and discharge planning process in line with section 28 of the Carers (Scotland) Act 2016.
- ✓ Commission a third sector agency to develop and implement a communication strategy which includes continuation of annual Carers of Dundee campaigns to increase awareness, understanding and identification of Carers.
- ✓ Commission a third sector agency to co-produce with Carers and stakeholders a model which supports early identification of Carers and prevention of crisis situations.
- ✓ Develop and implement clauses within commissioned services contracts that they have a responsibility to identify and signpost Carers to appropriate supports.

CARERS STRATEGIC OUTCOME 2

Carer Strategic Outcome 2: I have had a Positive Caring Experience

Carers will say that they have had positive experiences of supports and services designed to support them and the person they care for. Carers will say that they feel services are well coordinated for them and the person they care for.

How Are We Doing?

46% Carers during period 2013 - 2014 and 46% Carers during period 2015 – 2016 who responded to the Scottish Health and Care Experience Report told us that they feel that services are well coordinated for the person the carer looks after.

This is slightly above the average Scotland response and through this and other feedback, has been identified as area of priority.

What Did You Tell Us?

Discussions with Carers, Carers Organisations and stakeholders you told us several key priorities for the Carers Strategic Plan.

- Carers must be Equal Partners in Care.
- Supports must work better together and should be accessible and flexible to suit the circumstances of the Carer and person they care for.
- Carers should only have to tell their story once and not have to tell their story time and time again to new people and new professionals
- Carers should have a named contact person and/or information and advice which can enable easy access supports and not be passed from pillar to post and having to navigate services which work to different criteria and function
- Carers should feel listened to and have good relationships with people who support them and the people they care for

Based on this information it is a priority for the Carers Partnership to work with Partners so that Carers feel that services are well coordinated for the person/s they look after and they have a positive experience.

What Are We Doing Now?

Within Dundee, we have undertaken a range of activities to enable Carers to feel that services are well coordinated and have positive experiences of supports and services designed to support them and the person they care for. Here are some examples of good practice within Dundee.

- Positive feedback about the support provided by Carers Organisations in Dundee.
- Carers Organisations such as Dundee Carers Centre, Penumbra, SAMH, PAMIS, Dundee Mental Health Cairn Fowk and Barnardo's who can support and signpost Carers to appropriate services and resources.
- Dundee Health and Social Care Partnership First Contact Team who act as a first point of contact, who can assist citizens to be signposted or able to access the right service.
- Improvement planning by way of Children & Families and Health and Social Care Strategic Plan to improve the experiences of Carers and the people they care for.
- Development of the lead professionals models as a way of coordinating supports and care for people with a complexity of needs.

Good Practice Example

Active Women Swimming - August 2016 to present

Dundee Carers Centre played a lead role along with the Dundee International Women's centre via the BME Forum to enable access to ladies only swimming sessions. Many meetings and discussions with Leisure and Culture took place regarding having a service that would be inclusive of women with modesty requirements during swimming. Lots of consultation had been done previously and a request for ladies only swimming had been a priority.

An 8 week pilot took place in Lochee Leisure Centre with ladies only access to the gym, sauna and swimming pool. This was monitored and facilitated by Dundee Carers Centre, DIWC and Leisure and Culture. The sessions are open to women from all cultures and backgrounds and a lot of new friendships have been formed in the process. This has been a huge success and very popular therefore Leisure and Culture are continuing this for the foreseeable future.

CARERS STRATEGIC OUTCOME 2

What Will We Do?

Through local engagement and discussion we know that we need to develop our workforce, pathways and supports so that Carers can say that:

- services are well coordinated for the person they care for and themselves,
- they have had positive experiences of supports and services,
- their experience is listened to, used and valued.

The aim is that by focusing on these key themes we will be able to achieve our strategic wellbeing outcome that Carers will say I have had a positive caring experience. Here are the actions we will take to make this shift.

- ✓ Support the development of models for cared for persons which enable Carers to feel that services for the person they care for are well coordinated, joined up and integrated.
- ✓ Support the development of community based models which will enable the people Carers care for to gain or regain skills, build upon their strengths and enable them to live independently, recover from illness and stay safe. This will include use of equipment, adaptations and technology.
- ✓ Co-produce with Carers a model and supports which enables Carers of all ages to be identified, have a named contact person and feel that supports for Carers are coordinated and easy to access.
- ✓ Implement a Dundee Carers Charter which sets out commitments to all Carers in Dundee.
- ✓ Commission a third sector agency to co-produce a Young Carers Guide which summarises our commitments to supporting Young Carers.
- ✓ Through implementation of multi-agency guidance and workforce development, develop a consistent approach to supporting Carers, recording and evidencing Carers personal outcomes and views.
- ✓ Commission a third sector agency to develop and co-produce a model which enables Young and Adult Carers, Families and Professionals to learn from each other's experiences, skills and use this learning so that being a Carer in Dundee is a positive experience and Carers feel supported.
- ✓ Commission a third sector agency to capture 'what matters' to Young and Adult Carers in a structured way, which includes on-line feedback opportunities and advocacy, so that this informs ongoing service developments and improvements.
- ✓ Implement a Carers Quality Assurance Framework which provides assurances regarding achievement of standards and Carers outcomes on a regular basis.
- ✓ Implement a Carers Quality System as a quality assurance standard which all commissioned services delivering support to Carers are expected to achieve so that Carers can expect to receive a service which provides a positive experience.

Simon's Story

"I started to attend Penumbra Carers Support Service when I was in a very dark place and frankly did not have much faith in services designed to assist me in my caring role...

I am now in a far better frame of mind than I was when I started and while there have been many positives brought to me by Penumbra, I would like to focus on what I see as the centrepiece of the toolkit, the I.ROC (Individual Recovery Outcomes Counter) tool. I.ROC allowed me to quantify at first just how bad I was feeling over a number of areas, giving not only a baseline to measure future progress (or lack of) but also helping with the creation of clear, measurable goals. I.ROC is divided into four 'areas of HOPE', and into each area there are a number of categories.

In the area of 'Opportunity', I have made great strides in achieving purpose and direction for myself. When I started Penumbra I had no hope for the future and felt I had absolutely no purpose. Through examining my caring role and creating a better balance between caring and time for myself I have been able to make great progress towards an Open University degree in order to keep my mind active and feel I have some sense of purpose.

In the area of 'People', I have been able to better value myself. As I said, I felt I was worthless but through my time at Penumbra I have been able to better accept my caring role and see that there is a lot of value in what I do.

In the area of 'Empowerment', I have made good progress in self-management. When I started Penumbra I made no time for myself and was completely swamped by my caring role. Through discussing these initial findings and seeking out respite time, I have been able to take better care of myself and have a little 'me' time.

Lastly, in the area of 'Home', I have been able to better address my mental health by using I.ROC to see exactly where I was and just how much progress I have made in order to get to where I am now. I can now gladly look forward to the future."

Simon's name has been changed to protect confidentiality.

Carer Strategic Outcome 3: I can live a Fulfilled and Healthy Life

Carers will say that they have opportunities to lead a fulfilled and healthy life. This may include accessing supports to improve their health and wellbeing, financial security and identifying what is important to them and how they will achieve this.

How Are We Doing?

43% Carers during period 2013 - 2014 and 42% Carers during period 2015 – 2016 who responded to the Scottish Health and Care Experience Report told us that they have experienced a negative impact on their health and wellbeing.

This feedback is consistent with the average Scotland response and tells us that Carers health and wellbeing is an area of priority for Dundee.

A survey carried out by Carers Scotland in 2011 (Sick, Tired and Caring), 96% of Carers who responded reported that caring had impacted negatively on their health and well-being.

What Did You Tell Us?

Discussions with Carers, Carers Organisations and stakeholders you told us several key priorities for the Carers Strategic Plan.

- Carer's health and their wellbeing: including promoting ways of enabling Carers to maintain or improve their own health and wellbeing, as appropriate to their own circumstances.
- Positive relationships: including carers having positive relationships with family and friends including the supported person.
- Future planning opportunities for Carers including career and employment support, training and education opportunities.
- Good accommodation for Carers and safe and suitable physical environment to provide care.
- Financial advice and guidance for Carers including welfare rights and financial security.
- Time for Carer to do things for self, including time with other family and friends or other interests and a chance to get a break.
- Increase identification and support to Young Carers within school or other educational or training establishments, particularly so that Young Carers are enabled to improve their own wellbeing.

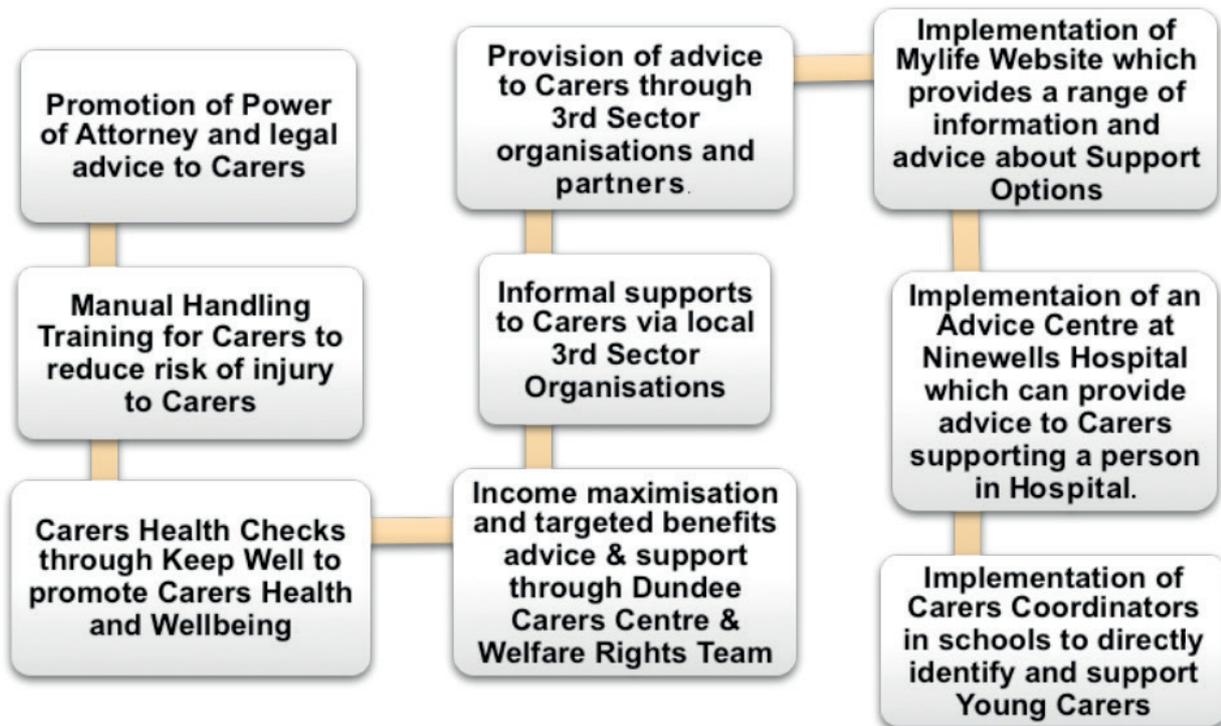
CARERS STRATEGIC OUTCOME 3

Consultation activities undertaken by Dundee Carers Centre found that Carers valued support for themselves and the person they care for. One Carer described support services as “a safety net” which help to signpost and support carers through difficult times. When this is in place, Carers can then focus on meeting other needs such as finance, and breaks from caring, before they can meet their own outcomes.

From this work we have increased our understanding of how issues that affect the person they care for also affects the Carer. For example, with Welfare Reform, the person who the Carer supports is more likely to be subject to varied changes to how they apply and receive benefits, and listening to the Carers have demonstrated that in many cases the Carer will also be directly affected.

What Are We Doing Now?

Within Dundee, we have undertaken a range of activities to enable Carers to have opportunities to lead a fulfilled and healthy life.



CARERS STRATEGIC OUTCOME 3

Good Practice Example

The Dundee Keep Well Team offer free health checks to Carers because taking on a caring role can impact on a Carer's health.

The health check can take up to 45 minutes and can include measuring blood pressure, cholesterol (if required), height, weight and Body Mass Index (BMI), as well as assessing lifestyle, social and wellbeing factors.

The nurse will explain the results of the tests and can offer support to prevent or reduce health and wellbeing risks. They can also refer Carers to other services for ongoing support.

What Will We Do?

Through local engagement and discussion we know that we need to develop our workforce, pathways and supports so that Carers will have

- improved wellbeing (this may include physical, emotional or mental wellbeing as appropriate to Carers circumstances),
- support to minimise the impact of financial hardship, as a result of caring,
- access to a range of information and advice,
- access a range of targeted informal supports which they can access directly.

The aim is that by focusing on these key themes we will be able to achieve our strategic wellbeing outcome that Carers will say I Can Live a Fulfilled and Healthy Life and meet our forthcoming duties from the Carers (Scotland) Act 2016. Here are the actions we will take to make this shift.

Carers Health and Wellbeing

- ✓ Consolidate provision of manual handling training to Carers so the risk of injury to Carers through manual handling is reduced.
- ✓ Continue to promote and embed Carers Health Checks for Adult Carers as a means of preventing ill health and promoting Carers health, wellbeing and resilience. (This links to Dundee Health and Social Care Partnership Strategic Plan - Prioritise and invest in models of support that help to support life style changes which improve health)
- ✓ Implement models which promote Young Carers health, wellbeing and resilience through implementation of Getting It Right for Every Child (GIRFEC) and Tayside Plan for Children, Young People and Families in Dundee.
- ✓ Through implementation of multi-agency guidance and workforce development, develop a consistent approach to supporting Carers around their own health, wellbeing, resilience and relationships and signposting to information, advice and support.

CARERS STRATEGIC OUTCOME 3

Access to Information and Advice

- ✓ Develop a range of access points in localities across Dundee so that all Carers can easily access advice, information about supports and information about independent financial, benefit and income maximisation advice in their local community.
- ✓ Review outcome of targeted benefits advice and work with Welfare Rights Service to continue if effective.
- ✓ Keep up to date with changes in welfare benefits and ensure all Carers are aware of opportunities to share their views with Scottish Government.
- ✓ Commission a third sector agency to refresh and develop Carers of Dundee website so that it provides a range of advice and information to all Carers, in line with Carers (Scotland) Act 2016.
- ✓ Develop and provide information and training to Carers which will support Carers to feel supported to continue caring e.g. medication information, personal care, dealing with conflict to support Carers, who are undertaking these roles, to do so safely.

Access to Specialist Informal Supports

- ✓ Through implementation of the Tayside Plan for Children, Young People and Families and Getting It Right for Every Child develop supports which enable Young Carers with transition from Primary to Secondary Education and into further education or a career.
- ✓ Through implementation of the Tayside Plan for Children, Young People and Families and Getting It Right for Every Child, develop support which enables Young Carers to achieve and realise their potential and outcomes.
- ✓ Commission a third sector agency to co-produce and implement models of specialist informal support. The support will be based in Carer's local community and will promote Carers wellbeing and Carer involvement ,enable Carers to access educational or employment opportunities and support Carers to undertake activities on their own or with the person they care for. The process of developing this support should consider local opportunities for development of Peer Support, Volunteering and Social Enterprise.'
- ✓ Support developments which promote access and development of accommodation which will enable Carers to have a safe and suitable physical environment to provide care.
- ✓ Promote Carers homes being fitted with smoke alarm and advice and information given by Scottish Fire and Rescue and Police Scotland to improve home safety.
- ✓ Develop a range of leisure and social activities including drop in centre's which carers and cared for persons can directly access and have a positive experience with when accessing.
- ✓ Support development of models of support which enable Carers and those they care for to pursue their interests and activities at that same place and time.

A Carers Poem on Short Breaks (Laura's Story*)

Who am I, where did I go? I am on a fast train with nowhere to go, I look in the mirror my reflection has changed, my eyes are tired and my body feels strained.

My thoughts were mine but got lost on the way, life had opportunities but disappeared day to day.

Having a shower and getting dressed was a delight, no time for me now I am always in flight.

Meal times come and go not as enjoyable as before, we lose our appetite through exhaustion and more.

Night time arrives still no rest for us, our caring is not over it's like catching the bus.

I'm not giving up, Short Breaks rescued me for a while. It helped me stand still and breathe for a while.

I forgot the voice in my head that is mine, it was like a lost friend who came back in mind.

I stood still and did see with fresh eyes – sky, birds and trees, how beautiful the world is looking around through the breeze.

A smile and new friends willing to listen again, I heard birds chirping if it was a new beginning.

It was time for me to remember me again, that old friend who's inside who now knows it will come again.

**Laura's name has been changed to protect confidentiality*

CARERS STRATEGIC OUTCOME 4

Carer Strategic Outcome 4:

I can balance my life with the caring role

Carers will say that they have a good balance between caring and other things in their life and have choices about caring. Carers will say that they are able to spend enough time with people and activities they want to do and are able to continue in the caring role.

How Are We Doing?

71% Carers during period 2013 - 2014 and 70% Carers during period 2015 – 2016 who responded to the Scottish Health and Care Experience Report told us that they have a good balance between caring and other things in their life.

In addition, 43% Carers during period 2013 - 2014 and 44% Carers during period 2015 – 2016 who responded to the Scottish Health and Care Experience Report told us they feel supported to continue caring.

This feedback is consistent with the average Scotland response and are key priorities in going ahead for the partnership.

What Did You Tell Us?

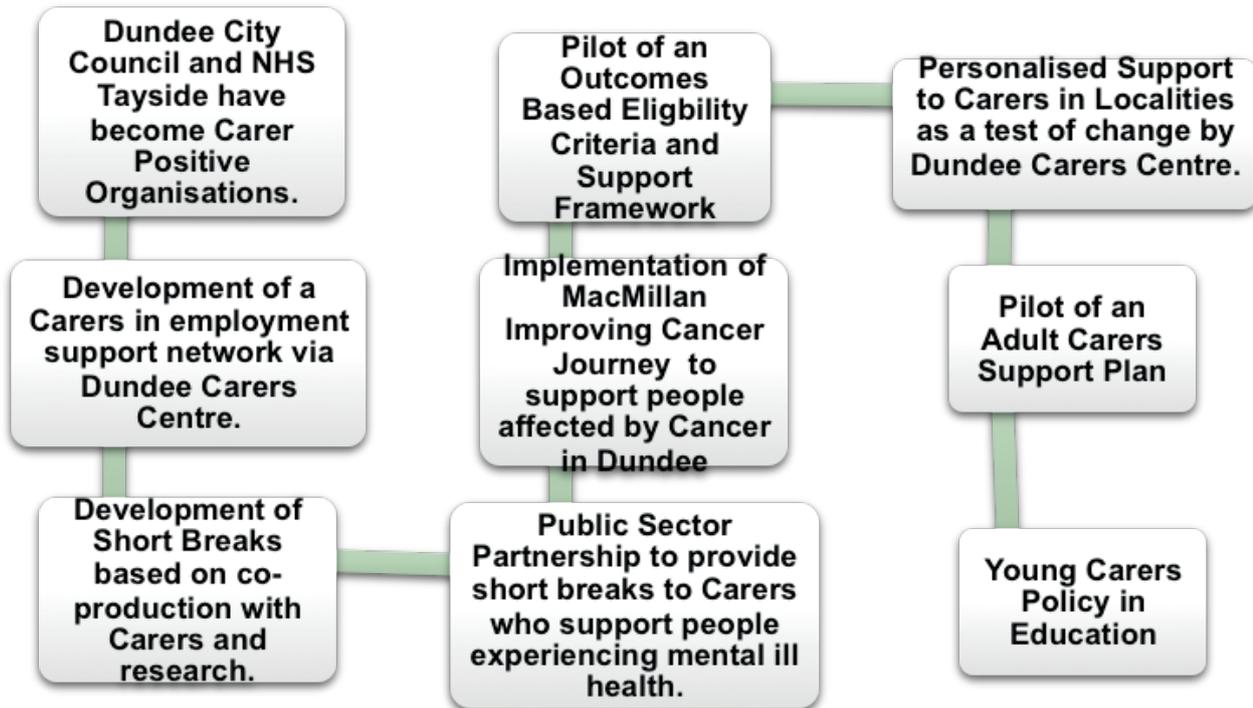
We listened to what you told us and undertook an analysis of supports available to Carers. The following actions will progress towards meeting demand and providing the right support Carers to achieve their outcomes.

- Personalised local supports through which Carers can access support where they live.
- More flexible options for all Carers to access short breaks so that Carers can have a break when they need it.
- An increased range and number of employers and academic institutions who are Carer Positive organisations so that Carers in employment or who are students feel supported.
- Development of our workforce across health, social care, 3rd and independent sector, housing and communities to increase awareness of Carers so that Carers are identified, feel respected and have positive experiences of services for them and the person they care for.
- Making sure more Carers can be confident, recognised, valued and working well with professionals and have access to advice/expertise in order to give best care or understand condition/behaviour of the person they care for.

CARERS STRATEGIC OUTCOME 4

What Are We Doing Now?

Within Dundee, we have undertaken a range of activities to support a good balance between caring and other things in their life and feel supported to continue caring. Here are some examples of good practice.



Good Practice Example

The Carers Positive Award is presented to employers in Scotland who have a work environment where Carers are valued and supported. It is managed by Carers Scotland.

Three awards levels (Engaged, Established and Exemplary) are presented to employers in Scotland who have a working environment where Carers are valued and supported, and who recognise the importance of retaining experienced members of staff.

Employers wishing to become a Carer Positive employer are required to undertake a self-assessment process to demonstrate how they meet each of the 3 award levels.

Dundee City Council, NHS Tayside and Dundee Carers Centre have recently attained the Engaged level and are working towards becoming exemplary.

CARERS STRATEGIC OUTCOME 4

What Will We Do?

Through local engagement and discussion we know that we need to develop our workforce, pathways and supports so that:

- Young Carers are supported,
- Adult Carers are supported to continue caring,
- Carers have access to short breaks and respite,
- Carers who are in employment and/training or further education feel supported.

The aim is that by focusing on these key themes we will be able to achieve our strategic wellbeing outcome that Carers will say I Feel Supported to Continue Caring and meet our forthcoming duties from the Carers (Scotland) Act 2016. Here are the actions we will take to make this shift.

Young Carers Are Supported

- ✓ Implement a Young Carers Statement which sets out Young Carers identified personal outcomes, timescales for completion of the statements and review timescales in line with the requirements set out by the Carers (Scotland) Act 2016 and Children and Young People (Scotland) Act 2014.
- ✓ Through implementation of procedures and workforce development, ensure that self-directed support options are offered to all Young Carers who have been identified as eligible for support so that Young Carers can choose how their support is provided.
- ✓ Through implementation of Tayside Plan for Children, Young People and Families and the Children and Young People (Scotland) Act 2014, develop a range of supports are integrated from their perspective and promote their wellbeing and safety.
- ✓ Commission a third sector agency to co-produce and implement a model with Young Carers that enables Young Carers to feel supported to both continue caring and have a life alongside caring.
- ✓ Through implementation of the Tayside Plan for Children, Young People and Families, develop ways in which Young Carers can be confident about emergency planning and future care of the person they support and through this enable Young Carers to feel nurtured, safe, and supported.

Adult Carers are supported to Continue Caring

- ✓ Implement an Adult Carers Support Plan which sets out Adult Carers identified personal outcomes, timescales for completion of the Support Plan and review timescales in line with the requirements set out by the Carers (Scotland) Act 2016.
- ✓ Implement an outcomes based eligibility criteria which sets out what support will be provided to Adult Carers to meet their identified needs in line with the requirements set out by the Carers (Scotland) Act 2016.
- ✓ Through implementation of procedures and workforce development, ensure that self-directed support options are offered to all Adult Carers who have been identified as eligible for support so that Adult Carers can choose how their support to achieve their outcomes is provided.

CARERS STRATEGIC OUTCOME 4

- ✓ Develop use of self-directed support options which enable Adult Carers who need this support to achieve their outcomes.
- ✓ Test a Carer Support Service for Adult Carers in localities across Dundee which enables Carers to manage the caring role and achieve their outcomes. This will inform development of locality based personalised Carers Support Services for Carers who need this support.
- ✓ Commission a third sector agency to co-produce and implement a model with Adult Carers that enables Adult Carers to feel supported to both continue caring and have a life alongside caring.
- ✓ Through implementation of the outcome focused assessment and support planning for supported persons and their Carers, develop ways in Adult Carers can be confident about emergency planning and future care of the person they support.

Short Breaks and Respite

- ✓ Co-design and implement a short breaks statement with Carers which sets out short breaks provision in Dundee and meets the requirements of the Carers (Scotland) Act 2016.
- ✓ Review current models of respite support and remodel in line with findings. (This is an action identified for the Carers Partnership from the Dundee Health and Social Care Partnership Strategic Plan).

Carers who are in Employment and/Training or Further Education Are Supported

Work with local organisations to increase the number of Carer Positive Organisations in Dundee so that Carers are able to manage the caring role and continue in employment.

Request that that all services commissioned by Dundee Health and Social Care Partnership become Carer Positive Organisations.

Achieve exemplary Carer Positive Status within Dundee City Council and NHS Tayside.



Anna's Story

Anna* is 64 and cares for her daughter who has mental health problems and physical health problems. Anna also has her own health problems. Because of her daughter's varying needs Anna cannot make plans as she doesn't know when she will need to help her daughter.

A Support Broker from the Short Breaks Service at Dundee Carers Centre met with Anna a couple of times to chat about how to help her to have breaks from her caring role, during these conversations it was discovered that Anna lacked confidence due to her poor literacy skills and this was impacting on her overall wellbeing and ability to cope as a Carer, the support broker was able to identify suitable literacy classes and helped Anna book these.

It was also identified during the brokerage process that Anna really enjoys cooking but is lacking some basic cooking skills; the broker was able to identify suitable cookery classes for Anna to attend.

Anna was delighted with this and is able to pay the small cost of this. Anna also said that she felt that her life was one of a Carer and nothing else and rarely felt that she had time to enjoy the things she used to love doing such as visiting the theatre. Anna and her broker applied for a grant of £200 which would cover 3 massage therapies and 3 trips to the theatre which Anna could take throughout the year, this would allow Anna the opportunity to visit these places when time allowed.

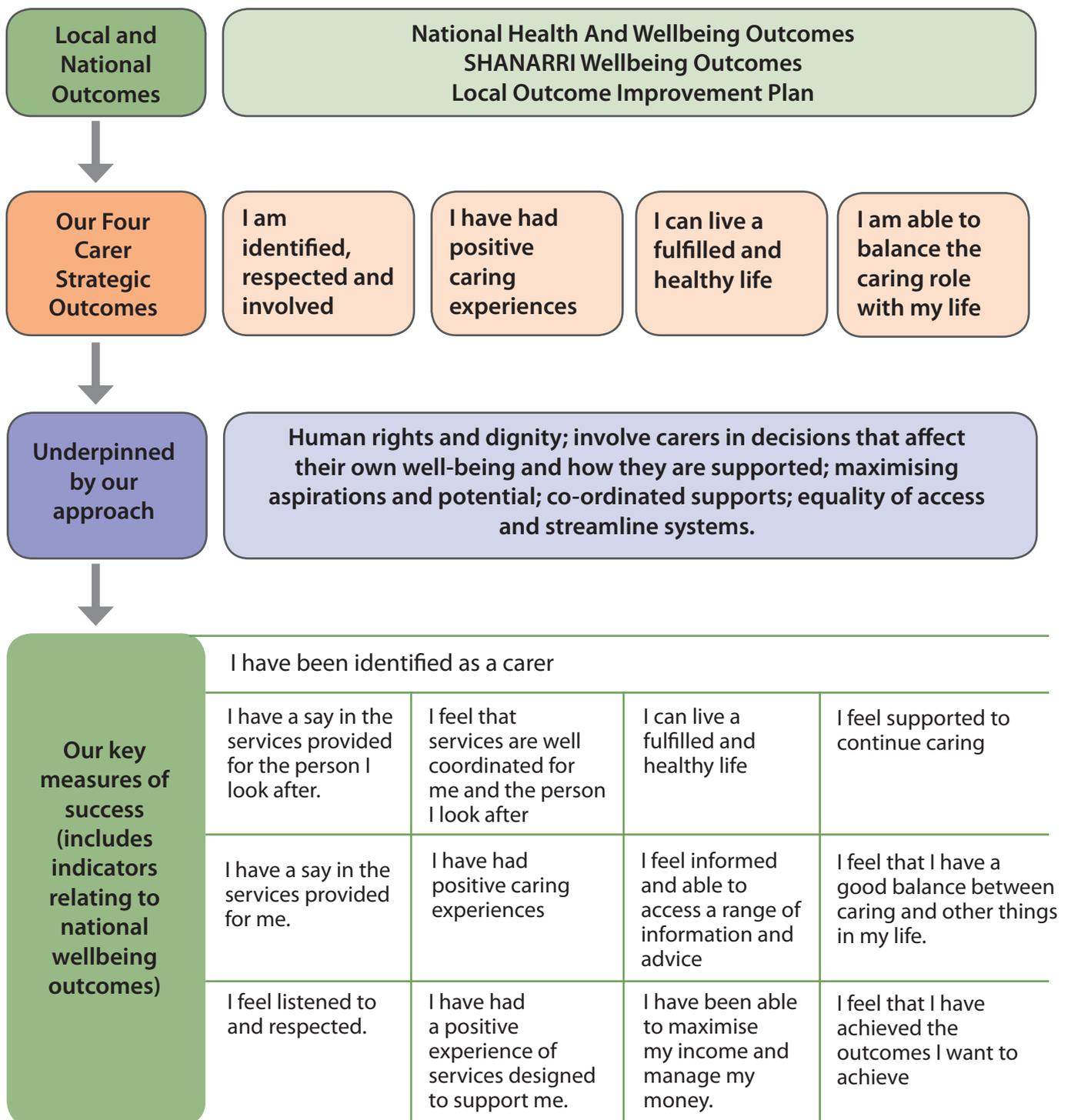
Outcomes Achieved

- Improved carer's health, confidence and self-esteem.
- Carer is more able to combine role of carer with social, leisure and learning opportunities

Anna's name has been changed to protect confidentiality.

DEMONSTRATING ACHIEVEMENT OF OUR VISION AND OUTCOMES

Progress towards achieving the outcomes identified in this Strategy will be monitored by the Dundee Carers Partnership using our measures of success set out below and Implementation Plan. The Partnership will provide an annual report to Carers and relevant authorities which sets out our performance, impact on Carers, resource use annual budget and unmet demand as way of ensuring a continued focus on achieving outcomes for Carers.



References

Equal Partners in Care Core Principles- The Knowledge Network

<http://www.ssk.org.uk/topics/equal-partners-in-care/core-principles.aspx>

Caring Together –Carers strategy for Scotland 2010-2015

<http://www.gov.scot/Resource/Doc/319441/0102104.pdf>

The Carers (Scotland) Act 2016

<http://www.legislation.gov.uk/asp/2016/9/contents>

The Commission on The Future Delivery of Public Services

<http://www.gov.scot/resource/doc/352649/0118638.pdf>

Health and Social Care Strategic and Commissioning Plan

https://www.dundeehsc.com/sites/default/files/publications/dhscp_strategic_and_commissioning_plan_0.pdf

Strategic Needs Assessment for Health and Social Care Strategic and Commissioning Plan

https://www.dundeehsc.com/sites/default/files/publications/dhscp_strategic_needs_assessment.pdf

Health and Care Experience Survey 2015/16 Results for May 2016, Official Statistics

Dundee City Health and Social Care Partnership

<http://www.hace15.quality-health.co.uk/index.php/reports/health-and-social-care-partnership-reports/2440-dundee-city-pdf/file>

Hospital to home -Supporting the transition from hospital to home for older people across Scotland

<https://www.iriss.org.uk/resources/multimedia-learning-materials/hospital-home>

Children and Young People (Scotland) Act 2014

<http://www.legislation.gov.uk/asp/2014/8/contents/enacted>

Tayside Plan for Children, Young People and Families

http://www.dundee.gov.uk/sites/default/files/publications/Tayside_Plan_Final.pdf

Glossary of Terms

Agency/ Agencies	In social care, this term is often used to mean an organisation that is set up to provide child care and/or community care services and support.
'Cared for' Person	Person to whom the carer provides support. *see also 'supported person'.
Carer	<p>Someone who provides unpaid support to a family member or friend.</p> <p>Although the term carer is sometimes used to describe "care workers" it can be less confusing to keep this term for carers who are not employed to look after the person.</p> <p>Young carer: a child or young person who has a significant role in looking after someone. This can include practical caring responsibilities but also includes when the child has a supportive role or is emotionally affected by a family member's care needs.</p> <p>Young adult carer usually describes a carer between 16 years - 24 years of age.</p>
Carer Support Plan	Individual carers (Adults) can be offered/request their own support plan related to their caring role and responsibilities. The plan will be based on an outcome focussed/assessment discussion with the carer and information from colleagues identified by the carer as knowing their circumstances well. (See also Young Carer Statements)
Carer Positive	Carer Positive promotes 3 levels of awards to encourage employers to create a supportive working environment for staff who are carers.
Commissioning	<p>Outcome based Commissioning – the services commissioned are defined on the basis of a set of agreed outcomes that will achieve better health and wellbeing outcomes and reduce inequalities.</p> <p>Strategic Commissioning - this takes a long term and whole-system approach, which is different to commissioning for individuals. It includes a process of identifying groups of service users and/or whole populations and a strategic approach to analysing needs and aligning resources.</p>
Consultation	This is an opportunity for people to express their views and opinions in a constructive manner.
Co-production	This relates to developing and transforming public services with people using services, their families and carers alongside professionals.

Glossary of Terms (continued)

Engagement	Engaging with people means ensuring that individuals are effectively involved in decision-making. This requires communicating in ways that make sense to people, bringing everyone's knowledge into consideration in negotiating how best to achieve outcomes or objectives.
FAIR Approach	An approach developed by the Scottish Human Rights Commission The basic steps are - Facts: The experience of the individuals involved and important facts; Analyse human rights; Identify responsibilities; Review actions.
Health and Social Care Integration	The term 'health and social care' is used to encompass the full breadth of policies, programmes, services and facilities relating to health and social care. In order to deliver the best services to the public it has been agreed to align Health and Social Care services and support at a local level in Dundee through a Joint Integration Authority (or Integrated Joint Board). Most Social Work and Health Community Care services will be integrated services.
Health and Social Care Partnership	Health and Social Care Partnerships, (HSCPs) are the organisations formed as part of the integration of some services provided by Health Boards and Councils in Scotland.
Independent Sector	Includes both private and voluntary social care providers, who may be contracted to provide services on behalf of statutory agencies.
(Joint) Strategic Commissioning Intention Plan	Strategic commissioning is the term used for all the activities involved in assessing and forecasting needs, links investment to agreed desired outcomes, considering options, planning the nature, range and quality of future services and working in partnership to put these in place. In Dundee Health and Social Care in the Integrated Authority will be considered together in a Joint Strategic Commissioning process.
(Joint) Strategic Planning	Organisations within or across sectors .for example, health and social care) agree objectives and meeting regularly to develop and implement them. In Dundee these groups are often called Strategic Planning Groups (SPG).
Local Authority	This is a term for any local administrative body and is often the term used to describe a local council. Dundee City Council is a Local Authority who provides a range of services including social care for people of all ages.
Locality	A smaller area within the borders of an Integration Authority. The purpose is to provide an organisational mechanism for local leadership of service planning, and have an influence on how resources are spent in their area.

Glossary of Terms (continued)

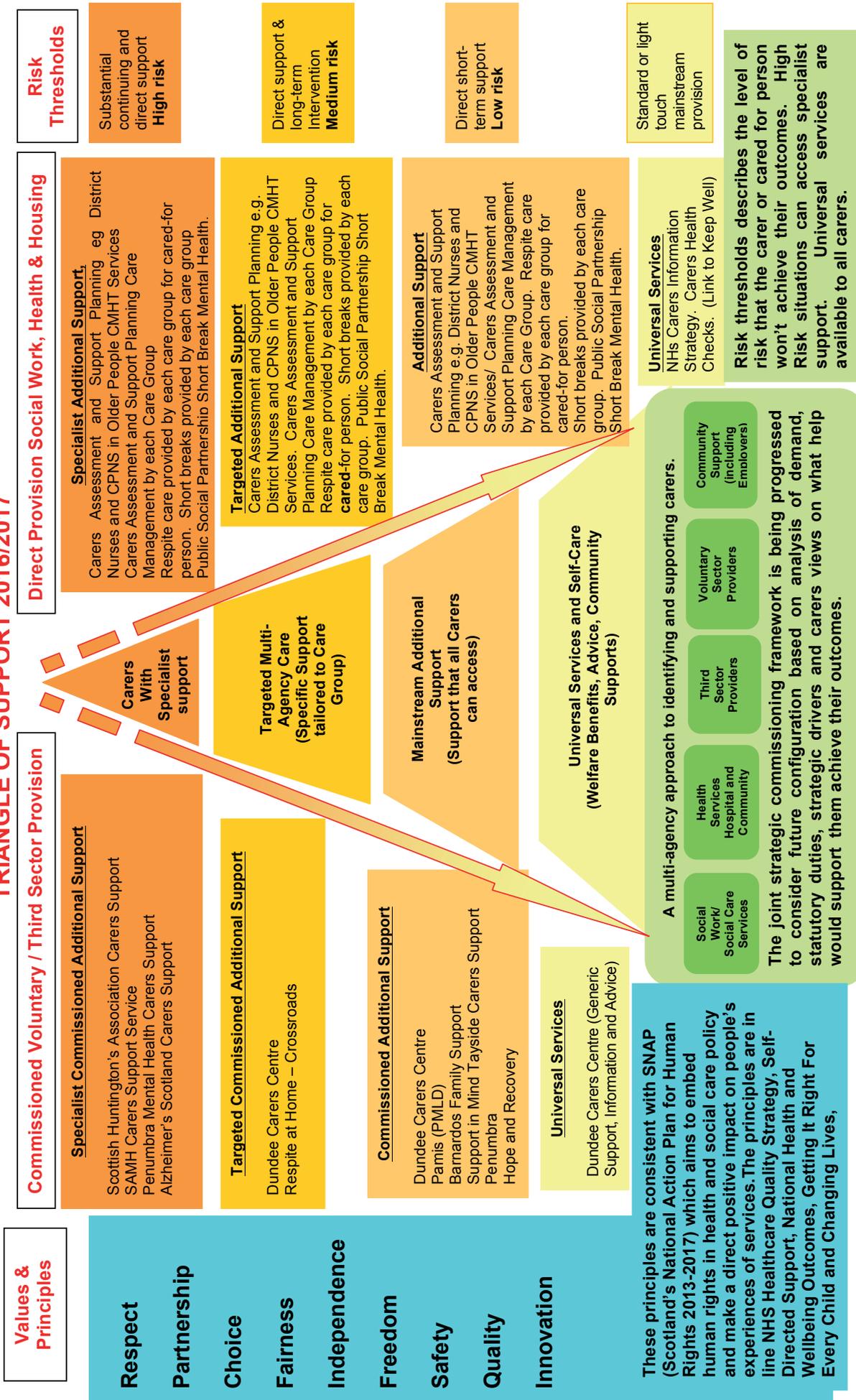
National Health and Social Care Standards	<p>The new National Health and Social Care Standards: My support, my life aims are that people in Scotland receive high standard of care and support, which should reflect their own personal needs and circumstances. There are five principles (dignity and respect; compassion; included; responsive care and support; and wellbeing).</p> <p>Dundee Carers Partnership Strategic plan</p> <p>Personal Outcomes: 'Outcome' is often used to refer to the results of the social care and support a person has received during outcome focussed assessment individuals are supported to identify what is important to them; why these things/outcomes are important; how to go about achieving these things; and who will be involved, when and where etc. See also SHANARRI.</p> <p>Carers' Outcomes: Research on the outcomes important to unpaid carers has identified distinct outcomes relevant to managing the caring role and quality of life for the carer, as well as carer concerns about outcomes for the cared for person. These can be built into outcomes focused support plans and review tools for unpaid carers.</p>
PANEL Principles	<p>These principles a way of breaking down what a human rights based approach. PANEL stands for Participation, Accountability, Non-Discrimination and Equality, Empowerment and Legality</p>
SHANARRI	<p>The overarching policy for children and young people in Scotland is Getting it Right for Every Child (GIRFEC). Under GIRFEC, there are eight 'SHANARRI wellbeing indicators,' identified as areas in which all children need to progress in order to do well, and which allow practitioners to structure planning.</p>
Stakeholders	<p>People or organisations, which have an interest in the Dundee Carers Partnership and plans that are developed</p>
Strategic Needs Assessment	<p>This is a document which include some statistics and information about people (carers) and there circumstances and comments about these. There is a more detailed Carers Strategic Needs Assessment for this plan.</p>
Social Care	<p>There is no simple definition of (adult) social care. However, it is agreed it covers a wide range of services provided by local authorities and the independent sector to adults either in their own homes or in a care home.</p>

Glossary of Terms (continued)

- Supported Person** This can describe people who receive support from carers and/or from care staff or a combination of both.
- Young Carer Statement** The Carers (Scotland) Act makes provisions for a Young Carers Statement (YCS) to be prepared for carers who are under 18, or over 18 but still at school. Not all young carers will have a wellbeing need that requires a Child's Plan, but if a Child's Plan is already in place for a young carer, the YCS will be developed in addition to this so there is a document with a focus on their needs as a carer.

Services and Support – Adult Carers 16+

TRIANGLE OF SUPPORT 2016/2017



NB As well as Commissioned Support and Direct Provision Carers have access to other local supports. Some organisations who support Carers are supported by volunteers or have staff funded by other sources (e.g. The Dundee Mental Health Cairn Fowl).



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