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Agenda Item: 16

Integration Joint Board

Date of Meeting: 28 November 2018.

Subject: Carers' Strategy.

1. Summary

1.1. This report and accompanying appendix attaches the proposed consultation draft of the Carers' Strategy 2019-2022.

2. Purpose

2.1. To present the Integration Joint Board with a draft of the Orkney Health and Care Carers' Strategy 2019-2022, along with the associated Action Plan.

2.2. To seek approval from the board to consult with stakeholders on the draft strategy.

3. Recommendations

It is recommended:

3.1. That the draft Carers' Strategy 2019-2022 and associated Action Plan, attached as Appendices 1 and 2 respectively to this report, be approved for stakeholder consultation.

4. Background

4.1. The Carers (Scotland) Act 2016 (the Act) is a key piece of new legislation that promises to 'promote, defend and extend the rights' of adult and young carers across Scotland. The Act commenced on 1 April 2018.

4.2. The principle behind the Act is to enhance and extend the rights of carers and young carers to improve their individual outcomes whilst adopting a more consistent approach across Scotland. The Act requires to be taken account of when preparing health and social care services as well as within the context of other social care and health legislation, such as self-directed support.

4.3. At its meeting held on 27 September 2017, the Integration Joint Board noted inter alia.

4.3.1. The passing of the Carers (Scotland) Act 2016 and the new powers and duties placed on local authorities.

4.3.2. That a Carers' Strategy Group had been established to oversee the work required to ensure compliance with the Act.

4.3.3. That the Carers' Strategy Group was awaiting publication of Regulations and Guidance before the requisite work could be completed.

4.4. Publication of the Regulations and Guidance clarified a requirement of the Act that local authorities and health boards produce and publish a Local Carers' Strategy, on or before 31 March 2019.

5. Contribution to quality

Please indicate which of the Council Plan 2018 to 2023 and 2020 vision/quality ambitions are supported in this report adding Yes or No to the relevant area(s):

Promoting survival: To support our communities.	Yes.
Promoting sustainability: To make sure economic, environmental and social factors are balanced.	No.
Promoting equality: To encourage services to provide equal opportunities for everyone.	Yes.
Working together: To overcome issues more effectively through partnership working.	Yes.
Working with communities: To involve community councils, community groups, voluntary groups and individuals in the process.	Yes.
Working to provide better services: To improve the planning and delivery of services.	Yes.
Safe: Avoiding injuries to patients from healthcare that is intended to help them.	No.
Effective: Providing services based on scientific knowledge.	No.
Efficient: Avoiding waste, including waste of equipment, supplies, ideas, and energy.	Yes.

6. Resource implications and identified source of funding

6.1. Demand for assessment support planning and the provision of social care services is likely to increase significantly once more people are identified as carers.

6.2. An additional £66 million has been allocated by Scottish Government to support additional investment in social care, in recognition of a range of pressures local authorities are facing. These include support for the implementation of the Carers (Scotland) Act 2016, maintaining our joint commitment to the Living Wage (including our agreement to now extend it to cover sleepovers) and an increase in the Free Personal and Nursing Care payments.

6.3. The Orkney share of this sum equated to an increase of £289,000 baseline budget in respect of all of the commitments mentioned, with no separate specific allocation in respect of the Carers Act.

7. Risk and Equality assessment

7.1. The provisions of the Act are considered to contribute to overall risk management across the responsibilities of the health and social care partnership.

8. Direction Required

Please indicate if this report requires a direction to be passed to:

NHS Orkney.	No.
Orkney Islands Council.	No.
Both NHS Orkney and Orkney Islands Council.	No.

9. Escalation Required

Please indicate if this report requires escalation to:

NHS Orkney.	No.
Orkney Islands Council.	No.
Both NHS Orkney and Orkney and Islands Council.	No.

10. Conclusion

10.1. The Carers' Strategy and associated Action Plan articulates Orkney Health and Care's commitment to full implementation of the Act, along with a detailed analysis of how this will be achieved.

10.2. Input will be sought from stakeholder groups, during the consultation process, to ensure that the strategy will meet the needs of carers and their families.

10.3. On completion of the stakeholder consultation, a final draft strategy will be presented to the board, prior to publication.

11. Authors

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13. Supporting documents

13.1. Appendix 1: Orkney Health and Care Carers' Strategy 2019-2022.

13.2. Appendix 2: Carers' Strategy Action Plan



Carers' Strategy 2019 – 2021

Orkney Health and Care.

DRAFT

Version:	Carers' Strategy 2019-2021.
Lead Manager:	Sally Shaw.
Approved by:	Integration Joint Board.
Date Approved:	TBC.
Review Date:	TBC

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Foreword

We welcome the publication of the Orkney Health and Care Carers' Strategy. The strategy recognises the significant contribution that unpaid carers make to the health and wellbeing of folk in Orkney and the value that we as Orkney Health and Care place on the role that unpaid carers have.

The publication of this strategy is our response to the implementation of the Carers (Scotland) Act 2016 on 1st April 2018. The Act extends and enhances the rights of unpaid carers. Our strategy seeks to take into account those areas of a carer's life that may be affected by their caring role and identify the provision of a variety of supports in order that they may continue in that role, should they wish to do so. Our aim is that they are enabled to have a life alongside caring.

It is our ambition that the role of unpaid carers is recognised, that their views are heard and used in designing and delivering services, not only for themselves but for those that they care for. We know that undertaking a caring role can often be a demanding and complex task and we hope that this strategy offers opportunities to lighten the load.

We acknowledge the demographic, geographic and financial challenges that we face and we recognise that unpaid carers are key to the sustainability of the health and social care system. Whilst funding is limited we will ensure we target what funding we have to the areas that need it most.

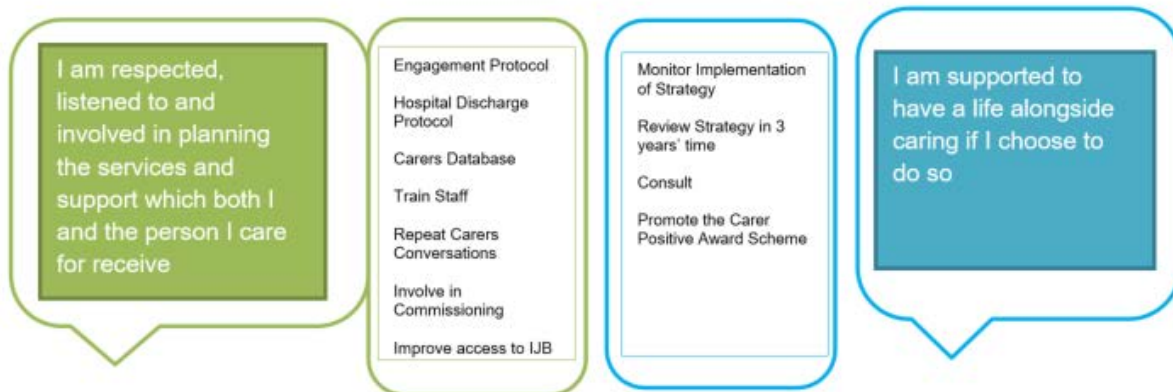
We are committed to ensuring that young carers are seen as children and young people first and foremost, and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

Chair

Integration Joint Board.

Carers' Strategy at a glance

What we want carers in Orkney to be able to say as a result of this strategy and what we plan to do:



How can this strategy help carers?

Area of Life.	Issues.	How this strategy might help?
Health and Wellbeing.	<ul style="list-style-type: none"> • Mental health (stress, worry, depression). • Sleep and energy levels. • Physical health. 	<ul style="list-style-type: none"> • Respite / short break. • Additional service for the cared for person. • Support group and activities for carers. • Information and advice.
Relationships.	<ul style="list-style-type: none"> • Strained relationships. 	<ul style="list-style-type: none"> • Counselling. • Respite / short break. • Additional service for the cared for person.
Finance.	<ul style="list-style-type: none"> • Reduced income. • Additional costs. • Debt or money worries. 	<ul style="list-style-type: none"> • Support to maintain employment. • Access to benefits such as Carer's Allowance. • Help with heating / travel costs.
Life Balance.	<ul style="list-style-type: none"> • Reduced ability to socialise. • Feeling too tired / stressed. 	<ul style="list-style-type: none"> • Respite / short break. • Additional services for the cared for person.
Future Planning.	<ul style="list-style-type: none"> • Careers advice. • Training opportunities. • Socialisation. 	<ul style="list-style-type: none"> • Support groups and activities for carers. • Information and advice.
Employment and Training.	<ul style="list-style-type: none"> • Unable to work. • Reduced hours. • Restricted opportunity. 	<ul style="list-style-type: none"> • Additional help with care. • Support from employers: flexibility and understanding.
Living Environment.	<ul style="list-style-type: none"> • Adaptions. • Location. 	<ul style="list-style-type: none"> • Information and advice. • Link to relevant services to support.
Education.	<ul style="list-style-type: none"> • Access to education. • Restrictions on positive destinations. • Ability to engage with education. 	<ul style="list-style-type: none"> • Information on opportunities available. • Young carers supported in schools, colleges and universities. • Additional help with care to enable participation in education.

Background

On 1 April 2018 the Carers (Scotland) Act 2016 came into effect. The Act aims to give adult and young carers new rights, whilst bringing together all the rights carers currently have, under one piece of legislation. The Act places a duty on local authorities and health boards to prepare a local Carers' Strategy. Orkney's strategy encompasses all ages and relates equally to young carers as it does to adult carers. The strategy sets out how Orkney Health and Care (OHAC) intends to deliver the requirements of the Act, particularly in relation to:

- Identifying both adult and young carers.
- Understanding the care that they provide and their support needs.
- Providing comprehensive and easily accessible information on the type of support available as well as how and where to get it.

Importantly, the Act brings changes to how carers can access support through 'Adult Carer Support Plans' and 'Young Carer Statements'. Under previous legislation, a carer had to provide 'regular and substantial' care in order to access a support plan. This has been removed and all carers are now entitled to a support plan if they want one.

Additionally, the new Act requires a focus on assessing the needs of the carer separately from the needs of the cared-for individual.

The Act also brings a range of new duties and powers:

Adult Carer Support Plans and Young Carer Statements.	Adult Carer Support Plans will replace carer assessments and consider a range of areas that impact on a carer. Young Carer statements must also be produced.
Eligibility Criteria.	Eligibility Criteria for access to social care services for carers must be published. However, not all support offered to carer' will be subject to the criteria.
Carer Involvement.	Carers must be involved in both the development of carers services and in the hospital discharge processes for the people that they care for.
Local Carers' Strategy.	Local Carers' strategies, such as this one, must be produced and reviewed within a set period.
Information and Advice.	An information and advice service must be provided for relevant carers, with information and advice about rights, advocacy, health and wellbeing (amongst others).
Short Break Statements.	To prepare and publish a statement on short breaks available in Scotland for carers and cared for persons.

Charging.	Services provided for carers cannot be charged for. However, if the care is for the services users then normal charging policy will apply.
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Governance

Orkney Health and Care is committed to delivering on the nine National Health and Wellbeing Outcomes. Outcome six is: **“People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing.”**

Orkney Health and Care’s commitment is that the significant role of unpaid carers will be recognised, that their views will be included, that their health and wellbeing will be nurtured and the impact of their caring role on their everyday lives reduced.

Furthermore, Orkney Health and Care will ensure that young carers are seen as children and young people first and foremost, and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

Development and Delivery

The development of this strategy was co-ordinated by a Steering Group with representatives from Orkney Islands Council, NHS Orkney and the third sector, through the establishment of a Carers’ Strategy Group. It will be further developed, through input from carers themselves, following the consultation process.

The Strategy will be published within the Scottish Government timescales and will be reviewed and refreshed within 3 years of publication. It will be published on the Orkney Islands Council and NHS Orkney websites.

Finally, to ensure that delivery of the plan remains on track, the Steering Group will develop an action plan, ensuring that The Act and Guidance is adhered to.

Vision, Principles and Values

We recognise that our services across health, social care, education and third sectors need to better support children, young people and adults in a caring role including, in some areas, improving practices and culture. Without carers’ vital contribution the health and social care ‘system’ could not survive.

The focus of Orkney Health and Care is on support in the community, rather than institutional care; increased personalisation of services and choices; and working to improve the outcomes for carers, whether adult or young carers. In addition, the partnership is seeking to tackle health inequality and developing a stronger preventative emphasis to its activities and interventions.

Vision

Our vision is that organisations communities and citizens work together to ensure that carers in Orkney are fully valued, respected and supported and that their vital contribution is recognised.

Principles

Equal Partners in Care (EPiC) is a joint project between NHS Education Scotland (NES) and the Scottish Social Services Council (SSSC) aimed at achieving better outcomes for all involved in the caring relationship. The project has a set of core principles which were developed in consultation with a wide range of stakeholders and are based on key outcomes. These are very relevant to this strategy and as such we have adopted these as the best practice we will work to.

The 'Equal Partners in Care' (EPiC) Principles are:

1. Carers are identified.
2. Carers are supported and empowered to manage their caring role.
3. Carers are enabled to have a life outside of caring.
4. Carers are fully engaged in the planning and shaping of services.
5. Carers are free from disadvantage or discrimination relating to their role.
6. Carers are recognised and valued as equal partners in care.

Values

Values are a set of accepted standards. Our values for this strategy are noted below. These underpin everything we do from communicating with carers, to designing services, to planning for and providing support.

Values.	<ul style="list-style-type: none">• Equality of access.• High Quality.• Collaboration.• Integration.• Localisation.
Strategy.	<ul style="list-style-type: none">• Identify all those with a caring role in Orkney (even those who may not see themselves as carers). (EPiC Principles 1 and 6).• Meaningfully engage on an ongoing basis with carers. (EPiC Principle 2).• Support carers to maintain their health and wellbeing. (EPiC Principles 3 and 5).• Increase the profile of carers and the recognition of their unique contribution. (EPiC Principles 4 and 6).• Further develop our staff to increase carer support. (EPiC Principle 2).

Equality, Diversity and Human Rights

The principles of equality, diversity and human rights are the basic rights for all carers. Carers reflect the diversity of Scotland's population. We will work to ensure that carers are aware of their rights under the legislation and that no carer is disadvantaged owing to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

All children and young people have an established set of rights and principles based on the United Nations Convention on the Rights of the Child. These say that nobody should treat a child or young person unfairly and that when adults make a decision about a child or young person it is what's best for the child or young person that should be the most important thing to consider. The child or young person must have their say too.

Awareness of their rights, and those of the person that they care for, can help adult or young carers get fair access to things that most people take for granted.

Consultation and Engagement

This section of the strategy will be completed following public consultation.

Carers in Orkney

Definition

The Carers (Scotland) Act 2016 defines a carer as:

“an individual who provides or intends to provide care for another individual (the “cared-for person”)”

A “Young Carer” is someone who is under the age of 18, or over 18 but still at school.

An “Adult Carer” is someone who is 18 years old or over and not a Young Carer.

Who are carers?

A carer can come from all walks of life; be any age, including young children, employed, in education or neither, and have other family responsibilities. The lives of children and young people within a family environment, who are not the direct care-giver can, nonetheless, be significantly affected by the caring situation.

A carer can provide care for a few hours a week or 24/7. The care they provide can be light touch or intensive. Some carers have to care for more than one person, which presents unique challenges. They may have had a caring role their whole life or it may be for only a short time.

The “cared-for person” can often be a family member, friend or neighbour. They can also be young or old and have a range of care needs from support within the home, to help with getting out-and-about, to end of life care. Some cared-for people may have multiple care needs.

Many people providing care do not see themselves as a ‘carer’. They are, first-and-foremost, a husband, wife, son, daughter, or friend, who is undertaking acts of kindness, perhaps sometimes seen as duty, for their loved one.

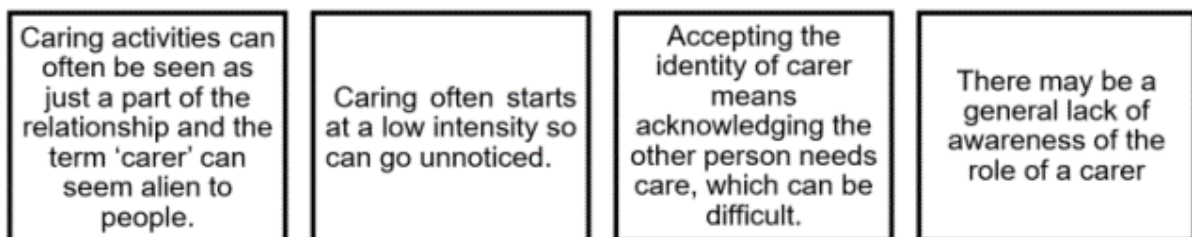
There are, however, some communities of carers we know very little about, most notably: refugees, asylum seekers, the travelling community, and carers who themselves have disabilities, including learning disabilities.

For the purposes of the legislation and this strategy though, all these people are defined as “carers”. The term carer, used throughout this strategy, refers to those in an unpaid caring role.

As the types of carer are varied, the approaches we take to support them must also be diverse and nuanced. A one size fits all is not going to work.

The number of carers in Orkney

It’s difficult to estimate the numbers of adult carers for a number of reasons, including:



Accurately identifying the number of young carers is even more challenging. Many young people will not identify themselves as a young carer for a number of reasons:

- They do not realise that they are a carer or that their life is different to their peers.
- They don't want to be any different from their peers.
- They believe that the school will show no interest in their family circumstances.
- They want to keep their identity at school separate from their caring role.
- It's not the sort of thing they feel can be discussed with friends.
- There has been no opportunity to share their story.
- They are worried about bullying.
- They worry that the family will be split-up and taken into care.
- They want to keep it a secret and/or are embarrassed.
- They see no reason or positive outcome as a result of telling their story.

It is our responsibility to educate not only professionals to assist in the identification of adult and young carers, but also to inform them and, in terms of young carers, the people who support them, of their right to identify themselves as a carer if they so wish, and what this would mean for them.

The Scottish Health Survey (SHeS) estimates that there are 759,000 adult carers and 29,000 young carers (under the age of 16) in Scotland.

These individuals are critical to health and social care in Scotland, as the estimated value of the care provided is huge and nearly the equivalent of the entire NHS Scotland budget: <http://www.audit-scotland.gov.uk/reports/e-hubs/transforming-health-and-social-care-in-scotland>.



Furthermore, according to the report Scotland's Carers (2015) (<https://www2.gov.scot/Publications/2015/03/1081>), the Scotland Census 2011 (<http://www.scotlandscensus.gov.uk/census-results>) may be a poor reflection of the number of carers in Scotland.

Whilst the census identified that 10% of Scotland's population are carers, the Scottish Health Survey (SHeS) estimates this figure at 17% of the adult population.

The main difference between the two surveys appears to be those carers who only care a few hours a week. Generally, the SHeS is thought to provide the best estimate.

This means we could have up to **3,684** carers in Orkney.

There is a significant gap between the maximum number of carers we know about in Orkney(?) and the maximum potential number of carers (3,684). We have a huge challenge on our hands to close that gap. We will attempt to do this by:

- Raising awareness generally about the caring role.
- Training staff to recognise carers.
- Improving our communication to consider how this reaches carers.
- Implementing the "Think Young Carer" approach.
- Investigate the creation of a Carers Database.
- Maximise the opportunity for identification of and engagement with carers at any and all events the partnership and its partners hold.
- Promote the role of the Integration Joint Board carer representative and explore ways to improve carer access to them.

Support currently available for carers

This section of the strategy details what support is currently available for carers in Orkney:

- Within Orkney Health and Care there is provision within the National Eligibility Criteria for a consideration of the risks and priorities relating to carers. As with the criteria for any social care service, risks must be substantial or critical to be eligible for support. Eligibility Criteria for carers was developed specifically in line with the requirement of the Carer (Scotland) Act 2016. The Carers Assessment has been reviewed in consultation with carer representatives and is made available to support the development of Adult Carer Support Plans.
- Orkney Health and Care commissions a third sector provider, Crossroads Orkney, to provide a Carers Support Service for adult carers over 18.
- There are many more other informal supports for carers available. These range from third party partners who, although not directly commissioned to deliver carer support will do this at the same time as they are delivering services to the cared-for person. The support carers need can often come in the form of existing services such as the Citizen's Advice Bureau, Housing, Energy, Benefits or Financial Advice teams, Mental and Physical Health Services etc. Friends, family, neighbours and existing social and faith groups can also be a source of valuable support for carers. In many cases the support required for the carer is to put them in touch with these groups, help them make the connection and encourage them to make full use of what is available.

Our strategic intentions in relation to carers'

We have a profile of the carers' in Orkney and a sense of the scale of the number of carers we are yet to identify. We also have an understanding of the impact that the caring role can have, and we know the support that is currently available to carers'. This information has led us to develop a number of strategic intentions in relation to carers' which will enable more carers to identify as such; to enhance and improve the support available to carers; to reduce the impact of the caring role, and to involve carers more in the design and delivery of services both for carers and for the people they care for. In Orkney, we want to ensure that we get it right for all adult and young carers'.

The following paragraphs provide a high-level overview of our strategic intentions, grouped under each of the statements of achievement. The Action Plan, (attached at Annex 1) contains more detail on how and when we will deliver. Successful delivery of the Action Plan will be driven and managed by the Carers' Strategy Group, consisting of senior officers of Orkney Health and Care, as well as third sector partners and the Integration Joint Board carers' representative.

The financial challenges we face are acknowledged and whilst funding is limited we will aim to target what funding we have to those carers and services that need it most. We will maximise opportunities for access to existing support and services available within the partnership, the Council, partner organisations and in the carer's family network and the wider community.

Statement 1: I am supported to identify as a carer and am able to access the information I need

Orkney Health and Care Assessment teams provide advice and information about carer rights and offer Carer Assessments and Care Plans. NHS Orkney staff deliver advice and information, liaise with carers and refer carers to the appropriate agencies for carer assessments, whilst Crossroads Orkney will continue to support carers and ensure that they are aware of the services available to them.

Recognising that carers come from all areas of our population, we will seek to engage with them in a variety of ways that is appropriate to their needs, but also familiar to them. For example, we will utilise social media such as Facebook and Twitter. All communication and engagement will take account of any particular needs of carers in relation to the nine protected characteristics as described by the Equality Act 2010.

We will work to develop and manage the information available to all carers, ensuring that it is continuously updated and improved. The type of information made available to carers will be:

- Information on their rights, including those set out in the Carers' Charter.
- Income maximisation.
- Education and training.
- Information on the role of the Named Person in supporting young carers under the age of 18.
- Advocacy/Brokerage.
- Health and wellbeing.
- Bereavement support.
- Emergency care planning.
- Future care planning.

It is clear that we need to increase the identification of young carers in Orkney. It is our responsibility to educate not only professionals to assist in this, but also to inform young carers and people who support them of their right to identify themselves, if they so wish, and what this would mean for them. We will ensure that we sensitively identify young carers within schools via awareness raising, training and continuous professional development, building on the principles of GIRFEC.

A series of awareness raising events will be run to help people understand the role of adult and young carers and the challenges that they face and we will maximise every opportunity at other events and in other strategies, policies and guidance to raise the profile of carers and enable people throughout Orkney to identify as a carer, if that is what they wish to do. This will include supporting people to end their caring role if that is what they wish to do.

Statement 2: I am supported as a carer to manage my caring role

Eligibility criteria make it clear what support and advice is available for anyone who does not meet the criteria for formal, funded support. In preparing the eligibility criteria our partners at Crossroads Orkney involved and consulted with carers. The criteria will be reviewed every three years in line with the Carers' Strategy.

Orkney Health and Care already has an assessment process which identifies outcomes and needs for social care services and also what support is provided to meet those needs.

Orkney Health and Care will review the template and the processes used for these assessments in order that they meet the needs of adult carers under the new legislation and are able to inform the support plans. In particular, we will ensure that emergency arrangements and future planning are areas that are covered in these plans in order that carers can successfully plan for periods of transition or crisis. We will give consideration to those caring for the terminally ill, ensuring that they plan for their life after caring, including young carers who may be left without a parent or other significant adult in their lives.

We will develop Young Carer Statements (YCS) to provide a framework for the identification of individual needs and personal outcomes, based on the SHANARRI indicators, for supporting young carers who have been identified either by a professional or by themselves. A YCS is separate from other forms of assessment that a young person may be entitled to, such as a Child's Plan or Co-ordinated Support Plan (CSP). This is to address some of the barriers that prevent young carers being identified.

A YCS will include the nature and extent of care provided, or to be provided, as well as the impact of caring upon the young carer's wellbeing and day-to-day life. It will also include information about whether a young carer has in place arrangements for emergency care planning (sometimes referred to as contingency planning), future care planning, anticipatory care planning and advanced care planning (for when the cared-for person is receiving end of life care). A YCS will also show if support should be provided in the form of a break from caring.

We will ensure that we have clear procedures about who will complete a YCS, how it will be completed and by when. We will look at the role of the Named Person, school nurses and any commissioned services to ensure that the most appropriate person undertakes the assessment.

Young carers will be provided with information about what to expect when they request or accept the offer of a YCS. All Statements will be reviewed within a given time frame, particularly if the health of the young carer or the cared-for person deteriorates, or if the cared-for person is being discharged from hospital.

A key stage for young carers is the point at which they transition from being a young carer to an adult carer. This age group is often characterised by life transitions such as the transition to college, university and work; living away from home; wanting to reduce the caring role; or not wanting to be a carer at all. These

may impact upon and change the caring role and/or the need for support. This should be reflected in the YCS.

When a young carer transitions to being an adult carer, the YCS will still be considered relevant until an Adult Carer Support Plan has been provided. We will not wait until the young carer reaches 18 to start this process.

We will also seek to maximise the opportunities for carers to access support groups and activities. As required by the legislation, we will prepare and publish a 'Short Breaks Services Statement' by 31 December 2018. The statement will cover both traditional and bespoke commissioned respite services and endeavour to provide more innovative and flexible arrangements.

A 'Short Break' will be further defined as a short break away from the caring role. Short Breaks will be based on assessed needs and will be outcome focused. Our aim is that Short Breaks will be planned, reliable, and positively anticipated by carers and the cared-for person. We also recognise that young carers may need to combine their caring role with other family activities, responsibilities, education and employment.

Recognising the Social Care (Self-directed Support) (Scotland) Act 2013 and the fact that carers are entitled to have choice and control over how their support is delivered, we will ensure that, as part of the process to prepare the Adult Carer Support Plans and Young Carer Statements, that the four options are explained and offered to all carers who are eligible.

Statement 3: I am respected, listened to and involved in planning the services and support which both I and the person I care for receive

Engaging with service users and carers is vital in ensuring that services and support which are delivered are high quality and appropriate. We will ensure continuous dialogue with service users and carers that will ensure they are involved in planning services and support for both carers and cared-for people. This will include hospital discharge and commissioned services.

In terms of hospital discharge we will review patient admission documentation to ensure that it prompts consideration of and engagement with carers at an early stage, building on our person-centred approach.

The Carers (Scotland) Act 2016 brings a number of new and different obligations for staff and we will ensure that they are trained appropriately to understand these responsibilities and also in the use of the Service User and Carer Engagement protocol.

It is essential that we know who our carers are in Orkney. We will work with colleagues at Crossroads Orkney to develop and maintain the database of all known carers, which will be used for communicating and engaging with them. The database will be developed and maintained in full alignment with relevant Data Protection legislation, based entirely on an informed and explicit willingness of carers to be included in this.

There is one carer representative on the Integration Joint Board and we commit to provide ongoing support to them to ensure that their voice is heard appropriately.

We aim to involve young carers in every step of the implementation of the new strategy from the development of the YCS to what is needed from a young carers' service. We need to take into consideration young carers' willingness to take part and ensure that any involvement meets their needs as well as ours.

Statement 4: I am supported to have a life alongside caring, if I choose to do so

All of our strategic intentions are about ensuring that carers are supported to have a life alongside caring if they choose to do so. We will monitor the implementation of the strategy and report on this regularly and appropriately to ensure that it is having the desired effect on reducing the impact of caring upon the health and wellbeing of carers.

In addition, we will review the strategy after 3 years.

Appendix 2: Carers' Strategy Action Plan

What will we do?	When?	How will we know it is working?	Who will be responsible?
Statement 1: I am supported to identify as a carer and am able to access the information I need.			
1.1. Increase meaningful engagement with carers throughout Orkney.			
Engage with all carers using social media via carer specific websites e.g. Facebook, Twitter and other platforms.	June 2019.	Increase number of followers, number of hits and numbers of likes on social media and relevant websites.	Carers' Strategy Group.
1.2. Continuously improve the information provided to people in Orkney relating to carers.			
Develop and publish a Community and Engagement plan.	June 2019.	Communication and Engagement plan is published and actioned.	Carers' Strategy Group.
1.3. Create opportunities for more people in Orkney to identify as a carer.			
Undertake an awareness raising event.	September 2019.	Number of people attending event. Evaluation of event (such as benefits of attending).	Carers' Strategy Group.
Improve awareness of Young Carers and the issues that they face through training and continued professional development for multi-agency staff, building on the principles of GIRFEC.	December 2019.	Increased number of Young Carers recorded. Number of staff participating in awareness raising training.	Children's Services.

What will we do?	When?	How will we know it is working?	Who will be responsible?
Pilot the “Think Your Carer” Toolkit at Kirkwall Grammar School and, following evaluation, introduce across all schools within Orkney.	December 2019.	Availability of “Think Your Carer” Toolkit across all services. Increased number of Young Carers recorded.	Children’s Services.
Deliver briefings and training to relevant staff across Orkney Health and Care.	Ongoing.	Briefings circulated, training delivered and number of participants.	Head of Health and Community Care.
Statement 2: I am supported, as a carer, to manage my caring role.			
2.1. Ensure all identified carers have comprehensive Adult Carer Support Plan or Young Carer Statement.			
Review Eligibility criteria for adult carers after three years. Review Eligibility criteria for young carers’	June 2021.	Revised Eligibility criteria approved, published and utilised.	Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.
Revise templates and procedures for Adult Carer Support Plans, Anticipatory Care Planning and Patient Admission / Discharge. The former to include sections for Emergency Arrangements and Future Planning. Develop Young Carer Statement template to include additional sections for Emergency Arrangements and Future Planning.	June 2019.	Templates revised and in use.	Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.

What will we do?	When?	How will we know it is working?	Who will be responsible?
Review use of Adult Carer Support Plans and Young Carer Statement.	June 2019.	Increase number of completed Adult Carer Support Plans and Young Carer Statements. Annual audit of the value of the completed plans with the individual carers.	Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.
Develop a pathway and protocol for transition planning from Young to Adult Carer, including response to and provision for 16 and 17 year old Young Carer.	June 2019.	Transition pathway and protocol developed and utilised.	Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.
2.2. Maximise the opportunities for relevant support that carers want.			
Prepare and publish a short break statement.	December 2018.	Statement published and in use.	Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.
Maximise opportunities for carers to access support groups and activities.	March 2020.	Feedback from carers.	Carers' Strategy Group.
Increase the number of carers being offered the 4 options under Self-Directed Support.	Ongoing.	SDS Statistical Report.	Head of Health and Community Care.

What will we do?	When?	How will we know it is working?	Who will be responsible?
Statement 3: I am listening to and involved in planning the services and support which the person I care for receives.			
3.1. Ensure carers are involved in planning the specific services and support the person they care for receives.			
Development of Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers.	June 2019.	Protocol developed and in use.	Carers' Strategy Group.
Develop specific guidance in relation to carer involvement in the hospital discharge process, including awareness and recognition of the role of Young Carers.	June 2019.	Guidance developed and in use.	Carers' Strategy Group.
Revision of practitioner training to include requirements of new legislation and Engagement Protocol including awareness and recognition of the role of Young Carers'.	December 2019.	Practitioner training revised to include requirements and described accordingly.	Carers' Strategy Group.
3.2. Ensure carers are listened to and consulted in the availability and design of services for them.			
Develop database of carers in Orkney.	March 2020.	Database created.	Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.

What will we do?	When?	How will we know it is working?	Who will be responsible?
<p>Hold bi-annual “Carers’ Conversation” events.</p>	<p>Ongoing. First event to be held before September 2019.</p>	<p>Events are held and evaluated (including number of attendees and feedback on events). Feedback from Young Carers’ evaluated and used to develop and review support available to them.</p>	<p>Carers’ Strategy Group.</p>
<p>Carers to be involved in future commissioning of Carer Support Services and other Orkney Health and Care services and are recognised as a specific consultation group. Young Carers involved in the planning of additional specialist services to support the current provision.</p>	<p>September 2019.</p>	<p>Carers identified and engaged in services through commissioning work planning.</p>	<p>Head of Health and Community Care. Head of Children and Families, Criminal Justice and Chief Social Work Officer.</p>
<p>Provide on-going support, as required, to the carer representative(s) to the Integration Joint Board. Develop recruitment/selection protocols for future Integration Joint Board representative appointments. Develop a reference group made up of carers with different experiences of caring to support the Integration Joint Board carer representative(s) and improve access to and communication with them.</p>	<p>March 2020.</p>	<p>Feedback from carers’ representatives. Protocols developed and in use. Reference group in place. Communication arrangements in place.</p>	<p>Carers’ Strategy Group.</p>

What will we do?	When?	How will we know it is working?	Who will be responsible?
Statement 4: I am supported to have life alongside caring, if I choose to do so.			
4.1. Monitor implementation of strategy and the affect it is having on reducing the impact of caring on the health and wellbeing of carers.			
Monitor the implementation of the carers' Strategy and report regularly on progress.	Ongoing.	Monitoring of delivery of action plan through Carers' Strategy Group meeting minutes. Annual report delivered to the Integration Joint Board.	Carers' Strategy Group.
Review strategy after 3 years.	March 2022.	Strategy revised, approved, published and implemented.	Carers' Strategy Group.
Undertake regular consultation with carers to check that they are supported and readjust activity if required.	Bi-annually.	Consultation results.	Carers' Strategy Group.