

ACHSCP Carer Strategy 2022-2026 Action Plan

Priority 1

"I am supported to identify as a Carer and am able to access information about the support I may need"

Identifying as a Carer and the first steps to support

1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer.

What will we do?	When will we have done it by?	How will we know it is working? Performance / Measuring impacts	Who will be responsible?	Progress Update
1.1.1 Hold database(s) of carers in Aberdeen City.	Ongoing	Stats available from database(s) on no. of Carers	Adult Carers Support Service Young Carer Support Service	THIS SECTION IS INTENTIONALLY BLANK. UPDATES WILL BE MADE ONCE PLAN IS IN PLACE AND PROGRESS HAS BEEN MADE.
1.1.2 Work with commissioned and internal services and carers themselves to review the information available particularly in relation to accessibility.	June 2023	To be determined	Adult Carers Support Service Young Carer Support Service Social Work Carer Rep Senior Project Manager (Strategy)	
1.1.3 Work with commissioned and internal services to ensure we are encouraging and supporting Carers to identify as such and making every opportunity count in this regard. Incorporates;	Ongoing	Increased numbers of adult and young carers identified.	Senior Project Manager (Strategy) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps	

Identify early intervention and prevention support for Carers in the community with a view to addressing gaps and support. South Locality Plan				
1.1.4 'Review information 'and channels to reach carers, identify the touch points within the current systems, process and Tests of Change programmes etc which come across carers in their daily activity'	Ongoing	Increased numbers of adult and young carers identified.	ACVO	
1.1.5 Understand the support needs of all Carers in Aberdeen. <ul style="list-style-type: none"> Develop approaches to engaging with minority ethnic Carers Develop approaches to engaging with LGBTQ+ Carers 	March 2023	Increased number of Carers from Minority Ethnic and LGBTQ+ communities accessing support. Increased knowledge of support needed by these communities	Equalities and Human Rights Sub-group Senior Project Manager (Strategy)	
1.1.6 Review the information held online for Carers to ensure it is easy to access, signposts correctly and is kept up to date.	March 2023	Monitor numbers accessing online information	Senior Project Manager (Strategy) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps	
1.2 Improve the knowledge of Carer's Rights and Carers support services with the Education, Health and Social Care Workforce				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
1.2.1 Improve knowledge of the workforce through targeted training and development opportunities.	Ongoing with benchmarking every year	No. and % of Adult Social Work Care Managers attending carers rights training/information sessions	Senior Project Manager (Strategy) CSIG professional lead reps	

		No. of staff aware of carers rights No. of staff reporting increased awareness of carers rights Campaign analytics		
1.2.2 Test whether information sessions/training co-produced by carers for Adult Social Work Care Managers increases staff awareness/knowledge of carers rights and sharing of available support offered to carers at the earliest opportunity. LOIP Change idea	March 2023	Gather workforce feedback before and after sessions.	Senior Project Manager (Strategy) Adult Social Work lead Rep	
1.2.3 Consider any further requirements for Young Carers linked to shared responsibilities with education and children's services	March 2023	Feedback to CSIG group and incorporate any additional actions	ACC Children's lead Rep	
1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
1.3.1 Test whether an awareness raising campaign providing information on rights, eligibility criteria, and opportunities increases awareness of and uptake of support (South Locality Plan) LOIP Change Idea Incorporates; Test whether sessions/capacity building with community groups/organisations on carers rights/needs etc increases the no. of informal and free support available for carers to access. (North Locality Plan)	March 2023	Gather community feedback before and after sessions.	Carers Strategy Implementation Group	

<p>1.3.2 Test whether promotional activities targeted to businesses on the benefits of the Carer Positive Award Scheme in Aberdeen through different channels (social media, case studies, website page) increases the number of businesses who are members of the scheme and having 'carer friendly' policies and working practices to support carers who might need to work in a more flexible manner.</p> <p>LOIP Change Idea</p>	<p>March 2023</p>	<p>'Number of businesses and organisations participating in the scheme and achieving awards</p>	<p>Lead Strategy and Performance Manager (ACHSCP)</p>	
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<p>Priority 2</p> <p>“I am supported as a Carer to Manage my Caring Role”</p> <p>Access to Advice and support for Carers</p>				
<p>2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support</p>				
<p>What will we do?</p>	<p>When will we have done it by?</p>	<p>How will we know it is working?</p>	<p>Who will be responsible?</p>	<p>Progress Update</p>
<p>2.1.1 Carry out review of Young Carer Support service</p>	<p>December 2022</p>	<p>The performance measures within the contract evidence a that Carer outcomes are being met</p>	<p>ACC Children's services lead</p>	
<p>2.1.2 Tender for revised Young Carer Support Service at end of existing contract</p>	<p>Date to be determined</p>	<p>Completion of tender for new service</p>	<p>ACC Children's services lead</p>	
<p>2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support</p>				

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
2.2.1 Review performance of Adult Carer Support service	Annually	The performance measures within the contract evidence a that Carer outcomes are being met	Quarriers Carers Strategy Implementation Group	
2.2.2 Ensure members of our Workforce who are also Carers are supported	Lifespan of workforce plan	Measures as determined in Workforce plan	Transformation Programme Manager (Strategy) Workforce plan	

Priority 3

“I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive”

Supporting future planning, decision making and wider Carer involvement

3.1 Young Carers have the opportunity to be leaders in planning their own support (Future Planning)

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.1.1 Review use of Young Carer's Statements.	Annually	Increase number of completed Young Carer Statements. Annual audit of the value of the completed plans with the individual carers.	Integrated Children's Services (ACC) Commissioned Service	

3.1.2 List all types of youth groups running youth programmes, engage them in ensuring young carers are identified and could they support them in being leaders in planning their own support, encourage these organisations also to be Carer Positive.	December 2023	Groups identify as 'Carer Positive'	ACVO	
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3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.2.1 Develop a pathway and protocol for transition planning from Young to Adult Carer, including response to and provision for 16 & 17 year old Young Carers.	July 2023	Transitions pathway and protocol developed and utilised	ACC Children's Lead Quarriers Barnardos	
3.2.2 Identify all 3rd sector organisations that support families including those involved with children transitioning into adult services.	December 2023	Comprehensive list compiled	ACVO	

3.3 Adult Carers have the opportunity to be leaders in planning their own support (Future Planning)

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.3.1 Review Eligibility Criteria for Adult Carers.	March 2023	Revised Eligibility Criteria approved, published and utilised	Adult Social work & Quarriers Supported by Carers Strategy Implementation Group	

3.3.2 Review 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. Have one ACSP template used by Quarriers and Adult Social Work	March 2023	Templates revised and in use.	Adult Social work & Quarriers Supported by Carers Strategy Implementation Group	
3.3.3 Review use of Adult Carer Support Plans	Annually Starting April 2023	Increase number of completed Adult Carer Support Plans Annual audit of the value of the completed plans with the individual carers.	Adult Social Work Quarriers Commissioned Service	
3.3.4 Ensure staff are aware of and implementing guidance on support for those carers caring for people with a terminal illness	July 2021	Guidance developed and in use	Lead Strategy and Performance Manager (ACHSCP)	
3.4 Carers have the opportunity to be involved in planning the support of the person they care for				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.4.1 Review progress so far and develop guidance in relation to carer involvement in the hospital discharge process, including awareness and recognition of the role of Young Carers. 'Discharge without delay'	Review by March 2023, ongoing actions likely to follow	Guidance developed and in use.	CSIG SW Lead	

3.4.2 Review support guidance for Carers when the cared for person is moved to a Care Home.	March 2023	Guidance understood and in use.	Scottish Care	
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3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for person

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.5.1 Develop an overview of Carer Support services which can provide independent advice to Carers and the Cared for person in specific circumstances where independent support is required to ensure they are signposted correctly, e.g. Advocacy, Adult Protection, Domestic Abuse	December 2023	Quarriers to build in reporting on onward referral to their performance information	Senior project manager (Strategy) Quarriers	

3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement)

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.6.1 Develop a reference group made up of carers with different experiences of caring to support the IJB carer representatives and improve access to and communication with them.	July 2023	Reference group in place Communication arrangements in place	Development Officer (Consultation and Engagement) & Senior Project Manager (Strategy)	

3.6.2 Implementation and awareness of Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers.	December 2023	Protocol understood and in use.	Carers Strategy Implementation Group Specific remit of Development Officer Post	
3.6.3 Co-design local Carers resources and support. North Locality plan	Ongoing	Carers have ongoing co-design involvement in development of support provided by Quarriers as per the existing contract. Carers co-design the next service when the contract is due for re-tender.	Quarriers Carers Reference Group (when established) Carers Strategy Implementation Group Strategic commissioning and procurement board	
3.6.4 Carers to be involved in the wider planning of and future commissioning of ACHSCP services and are recognised as a specific consultation group.	Ongoing	Carers Reference Group (when established) engaged in services through commissioning work planning.	Lead Commissioner (ACHSCP)	
3.6.5 Ensure Carers views are surveyed regularly, and the feedback informs future support planning.	Ongoing with annual review	Survey results and revised plans.	Lead Strategy and Performance Manager (ACHSCP)	
3.6.6 Provide on-going support as required to the carer representatives to the IJB in consultation with them as to their specific needs.	Ongoing	Feedback from carers representatives	Lead Strategy and Performance Manager (ACHSCP), Development Officer (Consultation & Engagement), Quarriers	

Priority 4

“I have a sense of belonging and a life alongside caring, if I choose to.”

Community support and services for Carers

4.1 Promote a culture of Creativity to develop innovative approaches to Carers Support

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
4.1.1 Develop a Culture of Creativity through embedding the Promoting variety approach into development of Carers Support including; mainstream, services, Carer support services and Self-Directed Support option for Carers with eligible needs and Cared for with high level needs.	Ongoing review of ‘unmet need’ and support gaps	New projects being added to Action Plan to address specific areas as identified through community engagement	Carers Strategy Implementation Group Carers Reference Group LOIP Resilient, Included & Supported Group	
4.1.2 Maximise opportunities for carers to access Community groups and activities. Incorporates; Increase the number of informal opportunities for Carers across the locality. North Locality Plan	Ongoing	Feedback from carers indicates opportunities are available Identified opportunities are available in North Locality. Whilst identified in the North Locality plan this will be progressed for Central and	Carers Strategy Implementation Group - ACVO - Wellbeing Project Manager - Quarriers - Barnardos Carers Reference Group (when established) Locality Empowerment Groups	

		South to ensure equality of opportunity across Localities.		
4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed 'right to a break' within the National Care Service Bill				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
4.2.1 Test whether a 'Respite' scheme with businesses increases the range of co-designed respite/short break provisions available. (North Locality Plan) LOIP Change Idea & North Locality Plan	March 2023	Performance reported via LOIP Outcome Improvement Group. 'Resilient, Included, Supported'.	Quarriers	
4.2.2 Review 'Short Breaks statement'	July 2023	Review completed	Senior Project Manager (Strategy)	
4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
4.3.1 Increase number of eligible Carers being offered the SDS Options and associated budgets.	Ongoing with Annual review	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	
4.3.2 Increase the range of supports available to eligible Carers under each SDS Option therefore providing true choice for Carers.	Ongoing with Annual review	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	

4.3.3 Develop a sustainable model of Locality based residential respite for Older people and people with physical disabilities.	Ongoing	Evidence that provision meets demand. Qualitative feedback indicates satisfaction with the service	CSIG SW Rep	
4.3.4 Ensure a Carer's perspective is considered within digital projects, e.g. Analogue to digital transfer	Ongoing	Increased number of telecare packages in place.	Strategy and Transformation Lead	
4.3.5 Develop a respite bureau	June 2024	Bureau in place	CSIG SW Rep	