



APPENDIX D

OVERVIEW OF ENGAGEMENT WORK TO INFORM THE ACHSCP CARERS STRATEGY 2022 -2025 & PLANNED CONSULTATION ON THE FINAL CARERS STRATEGY

'A City for All Carers' has been developed by a core group of partners who form the Carers Strategy Implementation Group. The group members have had the opportunity to be involved at all stages of development of this strategy. This includes representation as follows;

- Strategy and Transformation Lead
- Transformation Programme Manager (Strategy)
- Senior Project Manager Strategy
- Nursing (Community Nurses, School Nurses, Health Visitors)
- Allied Health Professionals
- Social Work
- Development Officer
- Commissioning
- ACC Children's Services (Young Carers)
- ACVO
- Scottish Care
- Bon Accord Care
- IJB Carer Rep
- Adult Carer Support Service
- Young Carer Support Service

Engagement phase – July 2021 – October 2022

The engagement phase of this strategy has been influenced by fluctuations in capacity of those required to be involved as a result of the ongoing COVID-19 pandemic. Considerable work took place between July and December 2021 which gathered an overview of views from Carers in Aberdeen. Carers were told that their feedback would inform the strategy and that further engagement would take place when a more detailed overview of the new priorities for Carers was prepared. The requirement to contribute to the pandemic response then delayed the development of a document.

In March 2022 ACHSCP were given the opportunity to participate, as one of five HSCPs, in a national Care Inspectorate Inquiry into Adult Carer support services. This provided a vehicle to further gauge the views of Carers in Aberdeen on their experience of Carer Support services. This focused specifically on Adult Carers (excluding Young Carers and Parent Carers) and included input from the Adult Carer Support Service and Adult Social Work Staff. In order to ensure that Carers were not being overwhelmed by requests to participate in engagement no further events / requests were made of Adult Carers at this stage beyond what was coordinated by the Care Inspectorate.

Further targeted sessions were then offered to Parent and Young Carer Groups via the support services to give their views on the proposed priorities within the draft Strategy. Targeted sessions and a specific survey were also available for workforce groups, including those from the third sector, to gather their views.



The final phase in developing the strategy will be the consultation phase. This will provide an opportunity for all with an interest to see the draft Strategy and Action Plan and provide comment in advance of this being finalised. A plan of consultation events is included below.

Overview of participation numbers

Phase 1 – Information gathering to inform initial direction of the strategy July 2021 – December 2021

All Carers

Aberdeen City wide Carer Survey – 93 individual responses (October–December 2021)

Grampian Regional Equalities Council, Equality Outcomes survey (December 2020) – 43 of 192 participants identified as Carers.

Fit Like – Unpaid Carers Survey – 25 unpaid Carer responses (July 2020), 131 responses in total.

Adult Carers

Quarriers Male Carer Café – 4 people

Quarriers Dementia Carer Café – 6 people

Parent of Young Carers – 4 people

Young Carers

Woodside young Carers group – 3 young people

Young carers LGBTQ+ group – 4 young people

Primary School Age children – 12 young people

Senior School Age children – 7 young people

Parent of Young Carers – 4 people

Phase 2 – Further information gathering January 2022 – October 2022

All Carers

NHS Plan for the future survey (31st August 2021) – 11 City Carers responded

Adult Carers

Care Inspectorate Inquiry into Adult Carer Support in Scotland

- **Include participation numbers when received**

Parent Carer Support Group – targeted session with 2 Carers in attendance.

GREC targeted Carer discussions – 10 respondents

Young Carer Support Service Session – targeted session with 2 Young Carers in attendance followed up by the Support Service supporting guided conversations with a further 5 Young Carers.

Workforce

Targeted sessions with Workforce (HSCP & 3rd Sector) – 7 sessions

Workforce Survey – 43 individual responses

Phase 3 – Consultation on Draft Strategy - October 2022 – November 2022

12th October – 12th November (1 month period)

All dates are provisional and to be confirmed

Online Consultation Survey for all (Carers, Workforce, Public)

Citizen Space - Running 12th October to 12th November 2022

Online Consultation sessions – Adults

- 31st October – 10am (Teams)



- 4th November – 1.30pm (Teams)
- 10th November – 7.30pm (Teams)

In-person Consultation sessions

Young Carers

- St Machar Young Carer Group - Date TBC
- NesCol Young Carers – Date TBC
- Barnardos Young Carer service – Date TBC

Adult Carers

- Learning Disability parent event – Len Ironside building – 12th October 2022 6.30pm
- Older Adult Carer event - TBC
- Adult Carer event – Len Ironside building – 2nd November 2022 6.30pm
- Adult Carer event – Quarriers – Date TBC

How has the information gathered informed the Carer Strategy?

The views of those we have engaged with are central to the Strategy and how it has been developed. Within the document quotes are included which reference specific feedback as well as **lived experience case studies** and **spotlight on** sections which highlight areas of good practice or service development. All relevant data will be held by the CSIG to inform future actions. This is not presented in its entirety due to a need for confidentiality but is themed below.

Adult Carers

The main themes identified by Adult Carers were;

Challenges	Positives
Access to advice and information	Experiences of those who have accessed the adult carer support service
Accessing the right services (including social work, health and Mental Health support)	Increased Young carer awareness amongst professionals
Lack of awareness of dementia and other conditions	Opportunities for social activity and exercise.
Coping with the caring role (including the emotional impact of caring)	Support from extended family
The Impact of COVID-19	Support from other professionals (including GPs)
Accessing day support and Day Care	
Being recognised as an equal partner in planning support	
Financial Pressures	
Hospital Discharges	
Social Isolation & lack of social activities	
Poor Mental Health (including worries about the future)	



Access to breaks (including respite)	
Tiredness and a lack of time for ones self	
Taking a break is dependent on meeting the needs of the Cared for person. If they are not met. The break isn't possible.	
Communication challenges	

Young Carers

The main themes identified by Young Carers were ;

Challenges	Positives
Access to advice and information	Experiences of those who have accessed the adult carer support service
Accessing the right services (including social work, health and Child and Adolescent Mental Health (CAMHs) support)	Increased Young carer awareness amongst professionals
Coping with the caring role (impact on mental health, feeling alone, being bullied)	Support from some education staff
Multiple challenges due to being different (including LGBTQ+ young people)	
The Impact of COVID-19	
Accessing day support and Day Care	
Social Isolation & lack of social activities	
The impact of COVID-19 restrictions	

Workforce

We asked our workforce how confident they felt about signposting Carers to unpaid Carer support services in Aberdeen with 1 (not confident) and 5 (very confident). The average response was 3.19 indicating that the majority have a moderate level of confidence. This will support our feedback from Carers themselves who indicated staff do not always have the knowledge needed and is included within Priority 1 of our Action Plan.

Our Workforce were also asked to comment on whether they agreed with the four priorities included in the draft Strategy with 1 (strongly disagree) and 5 (strongly agree). The average response was above 4 for all four priorities.

Our workforce echoed many of the themes expressed by Carers themselves especially with regard to ensuring access to information so they are equipped to support Carers and ensuring access to Short Breaks / Respite is available.