

ACHSCP Carer Strategy 2023-2026 Action Plan

Priority 1

Identifying as a Carer and the first steps to support

Carer Experience Performance Measures for Priority 1

ACHSCP Priority measure (Annual Carers Survey)

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

2022 baseline response – 11.54% (strongly agree), (15.38% agree), 15.38% (neither agree nor disagree), 15.38% (disagree) 38.6% (Strongly disagree), 3.85% (Not answered)

- 'I am confident that staff supporting me and the person(s) I care for are Knowledgeable about Carer Support'

2022 baseline response – 7.69% (Strongly agree), 7.69% (agree), 26.92% (neither agree nor disagree), 19.23% (Disagree), 34.62% (strongly disagree)

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.	Year 1 / 2 / 3 Ongoing	Stats available from database(s) on no. of Carers	Adult Carers Support Service Young Carer Support Service	
1.1.2 Work with commissioned and internal services and carers themselves to review the information available particularly in relation to accessibility.	Year 1 - June 2023	All Carers information held online and given out	Adult Carers Support Service	

		is in accessible formats	Young Carer Support Service Social Work Carer Rep Senior Project Manager (Strategy)	
<p>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.</p> <p>Incorporates;</p> <p>Identify early intervention and prevention support for Carers in the community with a view to addressing gaps and support.</p> <p>South Locality Plan</p>	<p>Year 1 / 2 / 3</p> <p>Ongoing</p>	<p>Increased numbers of adult and young carers identified.</p>	<p>Senior Project Manager (Strategy)</p> <p>Adult Carers Support Service</p> <p>Young Carer Support Service</p> <p>CSIG professional lead reps</p> <p>Public Health Coordinators</p> <p>Locality Empowerment Groups</p>	
<p>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</p>	<p>Year 1 – January 2024</p> <p>Ongoing review</p>	<p>Increased numbers of adult and young carers identified.</p>	<p>ACVO</p>	
<p>1.1.5 Understand the support needs of all Carers in Aberdeen and specifically those with protected characteristics (Equality Act (2010), including particular focus on;</p> <ul style="list-style-type: none"> • Develop approaches to engaging with minority ethnic Carers • Develop approaches to engaging with LGBTQ+ Carers 	<p>Year 1 – January 2024</p>	<p>Increased number of Carers from Minority Ethnic and LGBTQ+ communities accessing support.</p>	<p>Equalities and Human Rights Sub-group</p> <p>Senior Project Manager (Strategy)</p>	

<ul style="list-style-type: none"> Religious and Faith groups Carers with Disabilities 		Increased knowledge of support needed by these communities	Development Officer (Consultation and Engagement)	
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.	Year 1 - December 2023	Monitor numbers accessing online information	Development Officer (Consultation & Engagement) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps Project Manager support	
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 for staff working within the ACHSCP, Aberdeen City Council and NHS Grampian.	Ongoing with benchmarking every year Year 1- develop training programme and roll out	No. and % of Adult Social Work Care Managers attending carers rights training/information sessions No. of staff aware of carers rights	Senior Project Manager (Strategy) CSIG professional lead reps Development Officer	

		No. of staff reporting increased awareness of carers rights Campaign analytics	(Consultation & Engagement)	
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	Testing of Year 1 training programme – Jan 2024	Gather workforce feedback before and after sessions.	Senior Project Manager (Strategy) Adult Social Work Rep Development Officer (Consultation & Engagement)	
1.2.3 Consider any further requirements for Young Carers as a result of Education (Additional Support for Learning) (Scotland) Act 2004 including working with Schools to implement the 'Think Young carer Toolkit'	Year 1 - March 2024	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	Year 1 -March 2024	Gather community feedback before and after sessions.	Carers Strategy Implementation Group Quarriers, Barnardos, CSIG professional leads	

free support available for carers to access. (North Locality Plan)				
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. LOIP Change Idea	Year 1 & 2 March 2025	'Number of businesses and organisations participating in the scheme and achieving awards	Quarriers Senior Project Manager (Strategy) ACVO	

<p>Priority 2 Access to Advice and support for Carers</p>
<p>Carer Experience improvement measures for priority 2</p> <p><u>ACHSCP Priority measure (Annual Carers Survey)</u></p> <ul style="list-style-type: none"> 'I am Supported as a Carer to manage my caring role' <u>2022 baseline response</u> – 3.85% (Strongly agree), 11.54% (agree), 15.38% (neither agree nor disagree), 11.54% (disagree), 53.8% (Strongly disagree) 'Caring has not had a negative impact on my health and wellbeing' <u>2022 baseline response</u> – 3.85% (Strongly agree), 3.85% (agree), 7.69% (neither agree nor disagree), 23.08% (disagree), 57.69% (Strongly agree), 3.85% (not answered) <p>Health and Care Experience Survey (HACE) measure</p> <ul style="list-style-type: none"> 'I feel supported to continue caring' <u>2022 baseline response</u> – 32% (agree), 39% (neutral), 28% disagree
<p>2.1 Ensure Young Carers have access to a Young 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
2.1.1 Carry out review of Young Carer Support service	Not yet Confirmed – In development	The performance measures within the contract evidence a that Carer outcomes are being met	Children's services Lead	
2.1.2 Tender for revised Young Carer Support Service at end of existing contract	Not yet Confirmed	Completion of tender for new service	Children's Services Lead	
2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and 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
2.2.1 Review performance of Adult Carer Support service	Year 1 & 2 - Annual review	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	Year 1 / 2 / 3 Annual reporting in line with the Workforce plan	Delivery against the workforce plan and staff data/feedback gathered and analysed to help understand how well we are supporting carers in our workforce and what improvements can be made.	Transformation Programme Manager (Strategy) Workforce plan	

Priority 3

Supporting future planning, decision making and wider Carer involvement

Carer Experience Performance Measures for priority 3

ACHSCP Priority measure (Annual Carers Survey)

- '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'

2022 baseline response – 11.54% (Strongly agree), 3.85% (agree), 15.38% (neither agree nor disagree), 15.38% (disagree), 53.85% (strongly disagree), 3.85% (not answered)

- 'I have a good balance between Caring and other things in my life'

2022 baseline response – 7.69% (Strongly agree), 11.54% (agree), 15.38% (neither agree nor disagree), 15.38% (disagree), 34.62% (strongly disagree), 3.85% (not answered)

- 'I have a say in the service provided for the person(s) I look after'

2022 baseline response – 19.23% (Strongly agree), 11.54% (agree), 26.92% (neither agree nor disagree), 7.69% (disagree), 38.46% (strongly disagree), 3.85% (not answered)

Health and Care Experience Survey (HACE) measure

- 'I have a good balance between Caring and other things in my life'

2022 baseline response – 64% (Positive), 20% (neutral), 16% (negative)

- 'I have a say in the service provided for the person(s) I look after'

2022 baseline response – 41% (positive), 34% (neutral), 25% (negative)

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.	Year 1 / 2 / 3 Annually	Increase number of completed Young Carer Statements.	Integrated Children's Services (ACC) Commissioned Service	

		Annual audit of the value of the completed plans with the individual carers.		
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.	Year 1 - December 2023	Groups identify as 'Carer Positive'	ACVO with support of all CSIG members	
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.	Year 1 - January 2024	Transitions pathway and protocol developed and utilised	CSIG sub-group to action this; Senior Project Manager (Strategy), Quarriers, Barnardos, Children's services Lead, adult Social work lead	
3.2.2 Identify all 3rd sector organisations that support families including those involved with children transitioning into adult services.	Year 1 - September 2023	Resources identified, compiled and available to be shared with families.	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.	Year 1 - January 2024	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	Year 1 – January 2024	Templates revised and in use.	Same group as above. Both pieces of work are linked.	
3.3.3 Review use of Adult Carer Support Plans	Year 1 / 2 / 3 Annually	Increase number of completed Adult Carer Support Plans Annual audit of the value of the completed plans with the individual carers.	Adult Social Care Commissioned Service	
3.3.4 Ensure appropriate advice and support on employment issues and finances is available to Carers of working age	Year 1	An agreed approach to support is in place linking with National Carer Strategy Actions.	Quarriers	
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.	Year 1 - January 2024	Guidance developed and in use.	CSIG SW Lead – links to wider work on Social work pathways	
3.4.2 Review support guidance for Carers when the cared for person is moved to a Care Home.	Year 1 - June 2023	Guidance understood and in use.	CSIG & Scottish Care	
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.	Year 2 – January 2024	All relevant Carer services are listing themselves on ALIS and / or Scottish Social Services Directory Linked with Actions in 1.1	ACVO Quarriers Barnardos	
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.	Year 1 – January 2024	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.	Year 1 - December 2023	Protocol understood and in use.	Carers Strategy Implementation Group Specific remit of Development Officer (Consultation & Engagement)	
3.6.3 Co-design local Carers resources and support. North Locality plan	Year 2 – onwards	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.	Carers Reference Group 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.	Year 2 - onwards	Carers Reference Group (when established) engaged in services through commissioning work planning.	Carers Reference Group Lead Commissioner (ACHSCP)	
3.6.5 Ensure Carers views are surveyed regularly, and the feedback informs future support planning.	Year 1 / 2 /3 Annual	Survey results indicate improved Carer experience and Action Plan revised in response	Development Officer (Consultation and Engagement)	
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.	Year 1 / 2 /3 Ongoing	Feedback from carers representatives indicates they feel supported	Senior Project Manager (Strategy), Development Officer (Consultation & Engagement), Quarriers	

Priority 4

Community support and services for Carers

Carer Experience Performance Measures for Priority 4

ACHSCP Priority measure (annual Carers Survey)

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

2022 baseline response – 3.85% (Strongly agree), 7.69% (agree), 15.38% (neither agree nor disagree), 15.38%% (disagree), 50% (strongly disagree), 7.69% (not answered)

- “Local services are well coordinated for the person(s) I care for”

2022 baseline response – 15.38% (Strongly agree), 0% (agree), 15.38% (neither agree nor disagree), 15.38% (disagree), 50% (strongly disagree), 3.85% (not answered)

Health and Care Experience Survey (HACE) measure

- “Local services are well coordinated for the person(s) I care for”

2022 Baseline response – 31% (Positive), 34% (neutral), 34% (negative)

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	Year 1 – Promoting Variety project	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	

with eligible needs and Cared for with high level needs.			Adult SW Lead Rep	
<p>4.1.2 Maximise opportunities for Carers to access Community groups and activities.</p> <p>Incorporates;</p> <p>Increase the number of informal opportunities for Carers across the locality.</p> <p>North Locality Plan</p>	Year 1 / 2 / 3 Ongoing	<p>Feedback from Carers indicates opportunities are available.</p> <p>Identified opportunities are available in North Locality.</p> <p>Whilst identified in the North Locality plan this will be progressed for Central and South to ensure equality of opportunity across Localities.</p>	<p>Carers Strategy Implementation Group</p> <ul style="list-style-type: none"> - ACVO - Wellbeing Project Manager - Quarriers - Barnardos <p>Carers Reference Group (when established)</p> <p>Locality Empowerment Groups</p>	

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
<p>4.2.2 Test whether a 'Respite' scheme with businesses increases the range of co-designed respite/short break provisions available. (North Locality Plan)</p> <p>LOIP Change Idea & North Locality Plan</p>	Year 1 - September 2023	Performance reported via LOIP Outcome Improvement Group. 'Resilient, Included, Supported'.	Quarriers	
4.2.3 Review 'Short Breaks statement'	Year 1 – January 2024	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 4 Self-Directed Support (SDS) Options and associated budgets.	Year 1 / 2 / 3 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.	Year 1 / 2 / 3	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	
4.3.3 Review of Respite and Interim Beds for Older People and those with Physical Disabilities	Year 1 - September 2023	There is capacity to meet the demand for planned respite provision	CSIG SW Lead Senior Project Manager (services and Pathways)	
4.3.4 Consider learning from Technology Enabled Care projects within Social Care Pathways review and implement any additional tests of change required as a result	Year 2 – January 2025	Will be dependent on work within separate Programme of work on Social care Pathways.	SW Lead to keep CSIG informed.	
4.3.5 Develop a respite bureau	Year 2 - June 2024	Bureau in place	CSIG SW Lead	
4.3.6 Review of Day opportunities for Older Adults – Initial test of Change	Year 1	Attendance numbers and qualitative feedback.	CSIG SW Lead	