



REPORT TO: MORAY INTEGRATION JOINT BOARD ON 27 JUNE 2024

SUBJECT: PROGRESS REPORT ON MORAY UNPAID CARERS STRATEGY

BY: LEAD OFFICER FOR UNPAID CARERS

1. REASON FOR REPORT

1.1 To update the Board of the progress in delivering on the objectives within the local carer strategy. Preparation and review of the strategy is a requirement of the Carers (Scotland) Act 2016

2. RECOMMENDATION

2.1 It is recommended that the Moray Integration Joint Board:

- i) note the progress made in meeting the objectives within the strategy; and**
- ii) instruct the Lead Officer for Unpaid Carers to report back to the Board on an annual basis, and to Clinical and Care Governance Committee quarterly, as a minimum, to monitor the progress of the actions within the strategy.**

3. BACKGROUND

3.1 Unpaid carers provide vital support to the people they care for and are fundamental to Moray's health and care system. It is estimated that around 16,200 people in Moray are likely to be providing some form of care to a partner, family member, friend or neighbour who could not manage without their support.

3.2 [Carers Scotland](#) has already highlighted the "devastating" impact the health and social care crisis is having on the health and wellbeing of Scotland's 800,000 carers, with a report published on National Carers Rights Day showing 36% of unpaid carers surveyed reporting they have had thoughts relating to self-harm or suicide. More than half of carers reported that their physical health suffered as a result of their caring role, with 41% reporting putting off health care treatment due to their caring responsibility.

- 3.3 The Carers Leave Act 2023 which came into force on 6 April 2024 means that workers who have unpaid caring responsibilities are now entitled to take up to five days unpaid leave, further highlighting the importance of support for those who are trying to juggle work and their caring responsibility.
- 3.4 The local strategy, launched on 1 April 2023, supports the national vision of Valuing, Recognising and Supporting Carers. The key strategic outcomes for Scotland include:
- Carers are recognised and their contribution is understood and valued by society.
 - Carer's voices are heard, and their views and experiences are taken into account in decisions which affect them.
- 3.5 The three strategic priorities for Health and Social Care Moray's (HSCM) Carer Strategy are:
- **Recognition for Carers**
 - We want carers to be able to say, 'I can identify as a carer. I am able to access the information and advice I need as a carer and I know and understand my rights'.
 - **Valuing Carers**
 - We want carers to be able to say, 'I am listened to and valued as an equal and expert partner by people working in health and social care. I am involved in the planning and delivery of services and support for myself and for the person/s I am caring for'.
 - **Supporting Carers**
 - We want carers to be able to say, 'I am able to manage my caring role and reduce any negative impact on my health and wellbeing. I can access the support and services which are right for me. I am able to take a break from my caring role when I need to. I am not disadvantaged because I am a carer. I am able to achieve my own goals and maintain my education and/or employment'.

4. KEY MATTERS RELEVANT TO RECOMMENDATION

- 4.1 A HSCM Carers Strategy Group has been established to monitor on a regular basis the progress in the Carers Strategy Implementation Plan, with the first meeting taking place on 2 May 2024. Terms of reference were drafted with clear aims and objectives of the group and a quorum agreed.
- 4.2 This report confirms that the contract has gone to tender and awarded to Quarriers to deliver information, support, and advice and to offer both Adult Carer Support Plans and Young Carer Statements. The contract has been awarded from 1 January 2024 for a three-year period. The carers team have been working alongside the Carers Support Service and Commission to ensure that the key outcomes are delivered in line with strategy.
- 4.3 To aid easier identification of carers on our recording systems, and to support efficiencies when completing the national Carers Census, a unique role identifier has been created on CareFirst.
- 4.4 As reported to the Clinical Care Governance Committee on 31 August 2023 (para 8 of minute refers), work is continuing regarding the identification of a transparent, personalised indicative budget when unpaid carers meet eligibility

for a Self-Directed Support (SDS) budget. The work was one of three partnership areas Social Work Scotland were leading on, testing out the draft self-evaluation framework for improvement. This is about to embark on phase 2 of the testing. This work further aligns itself to the national SDS Framework of Standards, through the lens of Standard 12; Access to Budgets and Flexibility of Spend. Through the initial evaluation we are able to conclude that despite unpaid carers being supported through the delivery of SDS, both in relation to the unpaid carers and the cared for, there are complexities in how this is recorded, and is all too often recorded under support for the cared for, including access to short breaks and respite. This poses challenges when trying to clearly identify and report on the level of support provided where the primary focus is the delivery of support for the unpaid carer.

- 4.5 Moray is continuing to support unpaid carers through the work undertaken by the Day Opportunities team (**Appendix 1** highlights the work of the team through a report developed by Health Improvement Scotland and previously shared with the Board). The SDS Enablers within the team focus on building relationships, and taking a strength based, asset-based approach, acknowledging the need for place-based support in people's own communities. At the MIJB Development session on 27 April 2023, a PowerPoint Presentation showed that 53.2% of the people they supported had the primary purpose of supporting unpaid carers to maintain their caring role. Through ensuring that the support delivered focussed on meeting the needs of the unpaid carer, but also providing a meaningful outcome for the cared for person, short breaks and respite can be a positive experience for both individuals. The work of the team supports Strategic Outcome Three, Supporting Carers.
- 4.6 The Day Opportunities Team have identified one of the SDS Enablers to take on a role of Carers Champion who will be allocated the referrals for those individuals where there is significant carer stress and the need for unpaid carer support to be input. The identified worker has significant experience of supporting unpaid carers and is equipped to provide information and guidance relating to further supports available in Moray for unpaid carers. The post holder will work closely with the Social Worker for Unpaid Carers to enable all options of support being explored to support unpaid carers to continue in their caring role. The role will further support the key strategic aligned to the Carers Strategy.
- 4.7 The Carers Team are embarking on a collaborative project alongside Elgin Health Centre to support the early identification and recording of unpaid carers, to ensure unpaid carers can access the support they require in a timely manner. Research undertaken by the Health Foundation shows that GP records identify many more carers compared to local authority records, and very few appear in both. Data held by GP's and local authorities identified at most between 11% and 26% of unpaid carers compared to the Census, with GP sources identifying up to fifteen times more carers than local authority sources and with less than 7% identified in both sources. Key points from the research state that there is a requirement for better data and identification and to appropriately prioritise carer support, reflecting the value of their work. Local data shows that approximately 13% of unpaid carers are known to the Carers Centre, supporting the evidence from the research. The collaborative work between the Carers Team and Elgin Health Centre will primarily focus on awareness raising for practice staff to support the identification of unpaid

carers, and to improve data collection through the promotion of Equal Partners in Care (EPiC's) unpaid carer training on the digital NHS Education Scotland platform, TURAS, and Scottish Social Services Council (SSSC) badges.

- 4.8 EPiC is a joint project between NHS Education for Scotland (NES) and the SSSC to implement workforce education and learning elements in line with the National Carers Strategy. EPiC's core principles are based on six key outcomes, include ensuring carers are identified. This also aligns with our local Strategic Outcome 1, Recognition for Carers.
- 4.9 This will be further supported through the creation of a GP Practice Unpaid Carer Pathway, the promotion of annual health checks and encouraging unpaid carers to share contingency planning with their GP should they be admitted to hospital. The project will initially focus on adult carers, with a vision to expand this to young carers as the project progresses.
- 4.10 The theme for National Carers Week this year was Putting Carers on the Map and was held week beginning 10th June. HSCM prepared FaceBook posts for HSCM to publish each day during the week to support the identification of unpaid cares, to raise awareness of unpaid carers and to also support in raising the profile of unpaid carers. The final day of Carers Week saw the last post share information in relation to the collaborative work being undertaken between Elgin Health Centre and HSCM. Information in relation to unpaid carers was also shared with Social Work Teams.

5. **SUMMARY OF IMPLICATIONS**

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Plan "Partners in Care 2022-2032"

Carers who are supported to carry out their role in a way that supports their own health and wellbeing and their educational and economic potential, are key to achieving the ambitions of the Moray IJB Strategy Plan, the Corporate Plan and LOIP. The strategy will support HSCM to demonstrate impact on Outcome 6 of the National Health and Wellbeing Outcomes.

Involving unpaid carers, the person they care for, and workers from health and social care services work together as partners they increase the chances of better outcomes for all involved, this aligns with Realistic Medicine, putting people at the centre of decision about care and support, alongside the key priorities highlighted through the work of EPiC.

(b) Policy and Legal

Having a local carer strategy in place meets the legal obligation on the Moray IJB as prescribed in the Carers (Scotland) Act 2016. It also supports carers right to:

- Access a local information and advice service.
- Be included in the hospital discharge of the person they are caring for.
- Request and Adult Carer Support Plan (if over the age of 18) or a Young Carer Statement (if under aged 18 or younger)

- Access Support if they have eligible needs.
- Be consulted on services for them and the person they are caring for.

(c) Financial implications

Annual Carer Act funding is in place to support delivery of the strategy. The actions outlined within the Strategy and Action Plan, including the commissioning of the local information and advice service, require to be delivered within the existing resource envelope and through additional, applied for, funding streams where available.

(d) Risk Implications and Mitigation

The provisions of the Act are considered to contribute to overall risk management across the responsibilities of the health and social care partnership. Demand for support is likely to increase significantly as more people are identified as carers. A local eligibility criteria is in place to determine whether a carer should receive formal support.

(e) Staffing Implications

The strategy will be delivered by the workforce in partnership with unpaid carers, the public, third and independent sectors, and the wider community.

(f) Property

None arising directly from this report.

(g) Equalities/Socio Economic Impact

Carers are more likely to experience inequality of outcome and more likely to be in poor health than people who do not undertaken a caring role. The strategy aims to enhance equality of opportunity for all carers.

(h) Climate Change and Biodiversity Impacts

None arising directly from this report.

(i) Directions

No Direction required.

(j) Consultations

Consultations have taken place with the Carer Representative on the Board, Assistant SDS & Carers Officer, Provider Service Manager, Dr Robert Lockhart, Carers Strategy Implementation Group, Operational Management Team (OMT).

6. CONCLUSION

6.1 The contribution of unpaid carers of all ages to the health and social care system in Moray must be acknowledged, celebrated, and supported.

6.2 For the MIJB to note the progress being made to date in line with the Carers Strategy, and the acknowledgment of the need to ensure unpaid carers are recognised, valued and supported.

Author of Report: Michelle Fleming, Self-Directed Support & Unpaid Carers Team
Manager (SDS & Carers Lead Officer)

Background Papers:

Ref: