



A CARING DUNDEE 2

A STRATEGIC PLAN FOR WORKING ALONGSIDE,
SUPPORTING, AND IMPROVING THE LIVES OF
CARERS IN DUNDEE

2021-2024



Carers
of
Dundee

www.carersofdundee.org

Dundee
Health & Social Care
Partnership



Welcome to Dundee Carers Strategy 2021-2024

This Plan follows on from the foundations laid by the previous local Carers Strategy; building on the achievements of this and continuing to maintain A Caring Dundee.

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We are delighted to present our local Carers Strategy. This plan has been developed in partnership with Carers across the City. Carers in Dundee, collectively and individually, have co-created 'A Caring Dundee 2' which embodies the commitment of Dundee Integration Joint Board (DIJB) and partners in the Third Sector, Independent Sector, and Dundee City Council to ensuring that Carers in Dundee get the right support at the right time. This commitment continues to be a very real and striking priority as we know the recent Covid Pandemic has had a significant and substantial impact on the role, responsibilities and wellbeing of Carers in the City. We acknowledge that a growing number of Carers have continued to give vital care and support throughout the crisis to partners, family members and friends.

Carers are a significant part of day to day life in our City and in our local communities. The Dundee Carers Partnership provides local Carers with a mechanism to ensure agencies across the City work together to develop plans and to make them a reality. Carers are involved, consulted, listened to and heard by key agencies across Dundee with the support of the Dundee Carers Partnership. The IJB, through the Health and Social Care Partnership, have a pivotal role in endorsing and supporting the plans and developments that Dundee Carers Partnership makes and ensuring delivery of relevant legislation including The Carers (Scotland) Act (2016).

The aim is that this strategy will benefit Carers of all ages in Dundee. The demography of our caring population is diverse, and caring is part of day to day life for many local people at different points in their life. This plan was developed with Carers taking into account their experiences, home circumstances and family life. The intention in this strategy is to make plans to act on matters that are important across many Dundee Carers, as well as planning specific action, as needed for Carers whose issues are less common but have a major impact for them and the person they care for.

This Strategy provides a framework for a Delivery Plan that will be developed with local Carers and agencies to ensure that the Strategic Vision becomes a reality. We look forward to hearing from local Carers about how best to make sure that 'A Caring Dundee 2' has the greatest possible impact on outcomes for local Carers and those they support and care for.



Trudy McLeay

Trudy McLeay
Chair
Dundee Integration Joint Board

Ken Lynn

Councillor Ken Lynn
Vice Chair
Dundee Integration Joint Board



Martyn Sloan
Carer
IJB Member

In Dundee, unpaid Carers make a significant and vital contribution by supporting the people they care for. The support Carers give is immeasurable and unsurpassable. Throughout the COVID pandemic, Carers have continued in their caring role. After the onset of the pandemic there were many new Carers undertaking this role for the first time, and others taking on new roles and additional responsibilities. The enormity of impact that the pandemic has had on Carers in the City is becoming more evident and we will learn more about this impact as the City moves on. This strategy is for Carers living in and caring in Dundee.

Under the Carers (Scotland) Act 2016 there is a responsibility (or duty) for Local authorities to prepare a Local Carer Strategy. The direction taken for the Dundee 'local' Carers Strategy will reflect Carers priorities and continue to provide all Carers with an opportunity to shape and influence how they and the people they care for are supported in Dundee. The purpose of this Strategy is to describe how work will continue with Carers to develop future supports and services.

This Plan is a revision of the previous Dundee Carers Strategy 'A Caring Dundee' which was developed through listening to the views and experiences of local Carers. This Plan sets out the approach and actions by which the Dundee Carers Partnership will deliver on their vision and outcomes for Carers living in Dundee and Carers caring for people in Dundee. It describes how implementation of the Carers (Scotland) Act 2016 will progress further using the learning from Carers experiences seek to mitigate the impact of the COVID pandemic on Carers in the City as well as continuing to support existing plans for Carers.

The Strategic Planning Advisory Group of Dundee Integration Joint Board have responsibility for implementing the Strategic and Commissioning Plan (SCP) 2019-22. The Dundee Carers Strategy is part of the work endorsed and supported by the SCP.

It is anticipated that, during the lead up to the National Care Service introduction in 2026, there will be information gathered and future plans made that will impact on Carers and approaches overall to social care across Scotland. In addition to this there will be Carers whose Personal Outcomes are likely to be positively impacted by the introduction of Scotland's Social Security System which aims to improve benefits for Carers, disabled people and people with ill health.

Work with Young Carers continues to be underpinned by the 'Getting it right for every child' (GIRFEC) which promotes a preventative and early intervention approach. This approach ensures that planned actions and support to children and young people resulting from this Local Carers Strategy focusses on ensuring that children and young people are supported to achieve the best possible outcomes in life. Contributors to this Plan recognise that Young Carers are children first and foremost, and are seeking and to reduce and eliminate any negative impact of caring on their life.

The Carers (Scotland) Act 2016 identifies a Carer as someone “who provides or intends to provide care for another individual”. Carers who are the intended target of this Local Carer Strategy include:

- Anyone who supports (plans to support) a friend, partner or family member of any age who is affected by long term illness, disability, frailty, mental health or alcohol or drug use.
- Individuals who give this support who also receive Carers Allowance or Kinship Care payments as well as those who do not these allowances.
- Adults, children and young people who share the care and support of someone with others including other unpaid Carers and paid care workers.

Carers are part of every community and culture and can be any age. Although other people in the City may benefit from some of the actions and plans made as a result of this Strategy (e.g. Foster Carers looking after a child with Additional Support Needs/ disability, and people who give care and support on a paid basis or as part of employment or voluntary work) these people are not the main focus of this plan.

A Young Carer is defined as a child or young person under the age of 18 (or 18 and still at school) who has a significant role in looking after someone in their household/family network. There are some children and young people who may not have any direct caring responsibilities, who experience many of the effects of a caring situation. The Dundee Carers Partnership recognises these young people as ‘affected by care responsibilities’ and acknowledge that support planned through the Carers Partnership may be needed to address the impact on the outcomes for these young people.

A Carers Story - K

K is an adult who lives on their own in sheltered housing has a caring role for an older neighbour, who also lives on their own.

K has always helped their neighbour with practical tasks like taking them to the shops. During the COVID-19 pandemic K felt their caring role had intensified and felt increasingly isolated and responsible for their neighbour. K noticed that their neighbour was not looking after themselves very well and their condition was deteriorating.

K made a self-referral to Dundee Carers Centre and the Carer Support Worker assisted K to contact the Health & Social Care Partnership for advice and information. However, the neighbour was reluctant to seek support from social work, was relying more and more on K and seemed to be concealing their deterioration from outsiders. An incident occurred which led to a home visit to K’s neighbour by the GP which resulted in a Care Manager becoming involved and social care put in place twice a day.

K now has relevant contacts within Health & Social Care if they are worried about their neighbour when the warden or social care workers are not around, and don’t feel solely responsible for their neighbour’s wellbeing.

K was also supported by Dundee Carers Centre to access their own Short Break, which they use to pursue arts and crafts activities. They also can go out for coffee and meals with friends again, feeling reassured and not feeling guilty about leaving their neighbour as other people apart from K are now aware of the situation and popping in to make sure they’re okay.

The information in this strategy and the plans made reflect the ongoing and extensive involvement of Carers, the workforce and other stakeholders over the last few years in Dundee. Dundee Carers Partnership support a process of ongoing participation and involvement with Carers and stakeholders. Significant structures that have supported this are Dundee Carers Voice and Young Carers Voice as well as Carers Blethers and the Carers (workforce) Network. (Since the Pandemic Carers Voice and Carers Blethers dissolved and Carers are developing new engagement structures and methods along with Dundee Carers Centre). Specific engagement opportunities are arranged around particular topics, an example of this being the Covid-19 Engagement exercise with Carers.

In November 2019, Dundee Carers Partnership facilitated a development session to identify key priorities for implementing the next Local Carers Strategy and involvement of members in planning and supporting the overall co-design of this work. The further development of the strategy was then delayed as the Pandemic and lock down affected us world-wide.

Engagement and participation have continued both formally and informally. The Carers Partnership has continued to optimise opportunities to hear from, listen to and find ways to support Carers.

Information from the Performance Reports of the Dundee Carers Partnership (2017-2019 and draft 2020-2021); as well as the recent Desktop Review of Carers and Covid research along with the findings from the Carers Covid Engagement in Dundee have significantly influenced future plans for and with carers in the City and have been fully considered in the development of 'A Caring Dundee 2'

It has been recognised that like many members of the Public just now Carers feel "surveyed" out. The Engagement at this stage of the Strategy has been kept to a minimum. Virtual (and face to face) focus groups were organised to establish and confirm the direction of travel for this strategy. The Focus Groups were supported by several local organisations and included Carers as well as some people who had support from Carers. The Draft Strategy was circulated broadly to stakeholders and a range of individuals and agencies prepared responses and their comments have shaped the Strategy and future plans.

Here are some views from Young Carers

- Young people don't always feel comfortable telling people they are a Young Carer, identification needs to be in a safe and comfortable environment, with people they know and trust.
- When identified Young Carers feel respected and involved especially within school support and through young carers projects and groups.
- It is good to have someone within the school to talk about aspects of the caring role e.g. balancing school work with caring role; the anxiety or worry about the person they support being okay while they are at school.
- Young Carers want teachers to be more aware of young carers and how demanding a caring role can be especially on trying to balance school and homework.

The vision set out in A Caring Dundee 2017 has been further developed in order to confirm the direction of the 2021-2024 Strategy.

A Caring Dundee in which all Carers are heard, valued, understood and supported so that they are well and are able to have a life of their own.



The current population of Dundee is thought to be just under 150,000 people. It is estimated that there are over 27,000 Carers of all ages in Dundee, this is an increase since the onset of the Pandemic of over 6,000. Carers UK figures identify that across the country 78% of Carers were reporting a greater responsibility than prior to March 2020. It is estimated that there may be 29,000 young carers in Scotland and that Young Carers make up 4% of the under 16 population. This could indicate that there are more than 1000 Young Carers in Dundee. The number of named Young Carers (Under 18) are currently identified as actively caring in Dundee in 2021 is over 650.

A specific Carers Needs Assessment Report is currently being developed the draft of which has informed the work of this plan. The Plan is also informed by the Strategic Needs Assessment Information that is collected as part of Integrated Strategic Planning for Health and Social Care in Dundee.

A Caring Dundee 2 has been informed by relevant local and national information including about Carers and Young Carers and information about how the pandemic has impacted local people.



Dundee Health and Social Care Strategic and Commissioning Plan 2019-2022 makes a commitment 'to recognising the immeasurable positive contribution Carers provide and to ensuring that the role of Carers remains integral to all that we do.'

The Pandemic has delayed work to update The Tayside Plan for Children, Young People and Families 2017 – 2020. Children and Families Services in Dundee, and across Tayside, have been working together as part of Tayside Children's Collaborative to update the Tayside Plan. A 'Priorities Working Group' of this Plan aims to "Ensure Young Carers are identified, provided with support, and assisted to manage appropriate caring responsibilities".

'The Promise Scotland' is responsible for driving local work for Children and Young People following the National Independent Care Review. This is expected to influence local work and plans over the next 10 years and has already done this through the Dundee Partnership Promise 2021-2023.



Across Dundee we listen to and work with Carers in accordance with the Health and Social Care Standards prioritising and respecting people and their choices when they seek support.



The Equal Partners in Care (EPIC) principles developed by NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) are embodied in local plans, actions and direct work with Carers. This strategy embeds the Equal Partners in Care (EPiC) core principles: Carers are identified; Carers are supported and empowered to manage their caring role; Carers are enabled to have a life outside of caring; Carers are free from disadvantage and discrimination related to their caring role; Carers are fully engaged in the planning of services; Carers are recognised and valued as equal partners in care. See Figure 1



Figure 1

9.1 Support for Young Carers

Support to Young Carers is part of the 'Getting it Right for Every Child' (GIRFEC) approach in Dundee, which improves outcomes and supports the wellbeing of children and young people by providing the right support at the right time. For more information on GIRFEC in Dundee go to www.dundeeprotectschildren.co.uk

Some children and young people who are Young Carers are assessed as having Additional Support Needs and where there is a need for coordination of support this is done through the TATC (Team Around The Child) process and a Child's Plan may be created to coordinate and monitor outcomes.

Schools in Dundee have a designated Young Carer Coordinator, an Education employee, who works closely with identified link workers (from Dundee Carers Centre) to support the needs of Young Carers. The Co-ordinators ensure other school staff are aware of any concerns that may impact on the engagement and participation of the Young Carer in School commitments and activities. In some schools the Co-ordinators facilitate a Young Carers group allowing a safe space for Young Carers to share views, advice and mutual support and come together with others experiencing similar caring duties. Every secondary school has a group of young Carers who volunteer as Young Carer Ambassadors. There are currently 32 Young Carer Ambassadors who lead activities for their peers, raising awareness of what it means to be a Young Carer. Dundee City Council Children and Family Service have two Carers Champions who are working with Dundee Carers Centre link workers to develop the Champions role within children's social work teams to better identify and support Young Carers in those settings. Young Carer Ambassadors have recently been recruited at Dundee & Angus College to develop this programme beyond Secondary School.

A Carers Story - G

G is an Adult Carer who has benefited from the partnership work developed in the City by the Carers Centre with Secondary Schools and D&A College to support Young Carers transition to College and maintain their place there.

G was identified as a Young Carer by the School Guidance Team and attended the Carers Group run jointly by the school and Dundee Carers Centre. G benefited from transition workshops, activities and support run in partnership by the Student Support Team at the College and the Carers Centre – which continued to be provided online during the COVID-19 Pandemic. G has maintained their College Place and continues to receive support via the College Carers Group run in partnership by the Student Support Team and Dundee Carers Centre.

G has been able to access a range of supports including the Attainment Challenge, Young Scot Young Carers Package and is now training to become a Carer Ambassador at College. The Student Support Team have also been able to organise additional placement opportunities relevant for G's studies. G is also involved as a volunteer with a National Carers Organisation and is involved in a range of national opportunities. G's busy life includes an increasing caring role, a College Course, a part-time job and multiple volunteering roles. G was not identified as a Carer until 6th Year at school but has had a caring role since primary school and is passionate about becoming involved.

9.2 Support for Adult Carers

Carers can currently access both formal and informal supports for themselves from a range of resources across Dundee. Personal Outcomes for Adult Carers are described in the following diagram. Local Carers identified outcomes that were relevant to them these are grouped under outcome domains of Health; Having a Good Lifestyle; Financial Security and Managing the Caring Role. See diagram. (Figure2).



Figure 2

In Dundee it is recommended that Assessment Practitioners complete Adult Carer Support Plans within 90 days of the initial request for these. All known Carers of people who are terminally ill should be offered an Adult Carer Support Plan or Young Carer Statement within 2 working days of a person being identified as a relevant Carer. A “substantive conversation” should take place with the within five working days with ACSP/YCS within ten working days.

What is a “substantive” conversation with a Carer?

A “substantive” conversation is about finding out from the Carer what matters to them. This means that the Carer should have time and space to have a meaningful discussion about their current circumstances as well as their own goals and personal outcomes.

The next diagram (Figure3) shows the Triangle of Support which illustrates the level of risk that Carers might not achieve their personal outcomes. The lower part of the triangle describes the support that Carers can access directly. When the risk to a Carer achieving their personal outcomes is higher they should access supports at other levels as well. During the Adult Carer Support Plan Process Carers explore their outcomes on a one-to-one basis with an assessment worker who can identify their eligibility for a funded support plan as well as considering other resources and supports.

Individually Funded Adult Carer Support Plans are available for Carers who meet the Eligibility Criteria for Carers in Dundee; that is, they are identified to be at a very high level of risk to achieving one or more of any of the 4 Carers personal outcomes. Individually Funded Adult Carers Support Plans will be offered as Self-Directed Support where Carers can choose from 4 options in order meet their outcomes. These options include getting the funding to spend on their own support; agreeing their support and asking for this to be paid; having the support arranged or a mixture of these 3 options. Table1 gives information about the type of support that might be available to Carers who live in Dundee as well as Carers who support someone in Dundee. In order to support Carers and help them maintain or reach their personal outcomes there is a wide and varied choice of supports for Carers who do not reach the Eligibility Threshold. Carers who live in Dundee can also access all the supports that are available below the threshold. Responsibility for Adult Carer Support Plans for Carers who live in Dundee but support someone out with Dundee rests with the area the person they support lives in and that areas Carers Eligibility Criteria will be applied.

Triangle of Support for Adult Carers

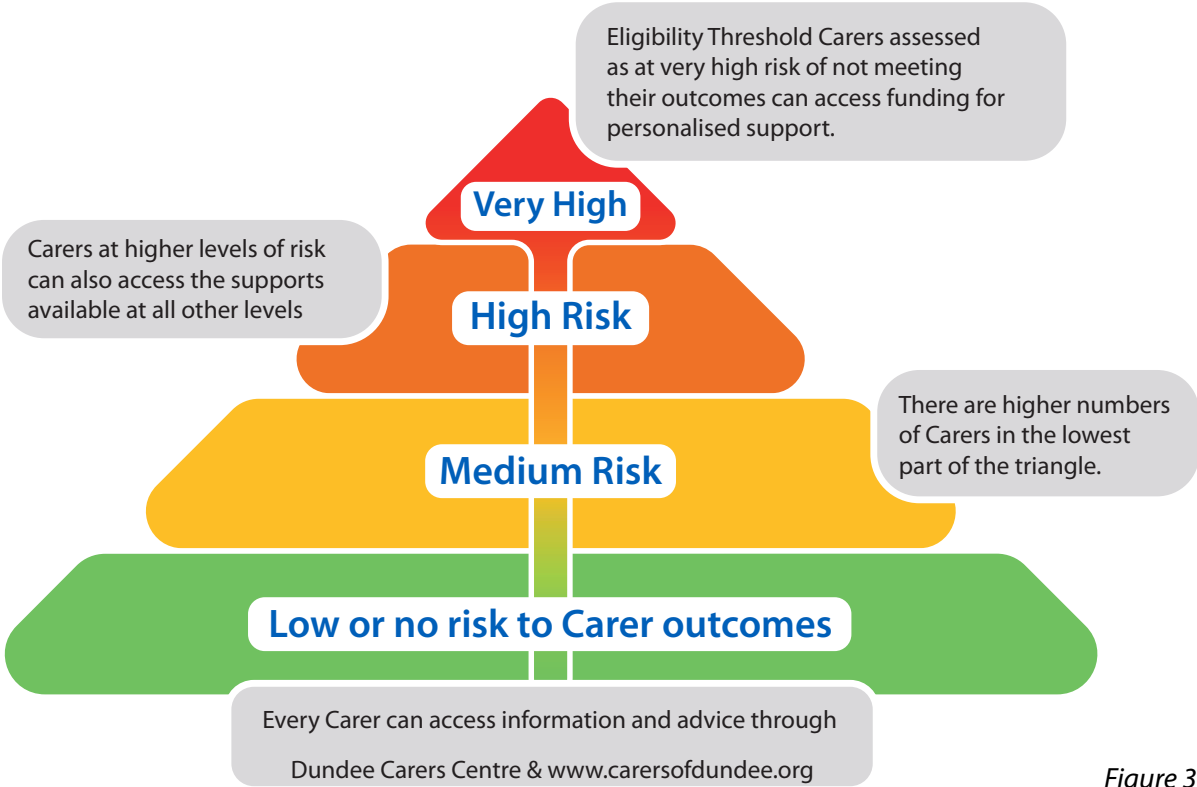


Figure 3

The level of risk to Carer outcomes		Examples of types of support (not exhaustive)
		Specific Examples given may not all always be available
Very high risk	Eligible for funded support	Personalised support e.g. Counselling, training for care role/tasks or whatever else that can meet outcomes and is not available in Green, yellow amber stages. Can still access all other supports in other stages to make full package. Advice can be given to Eligible Carers through Self-directed support service at Dundee Carers Centre
High Risk	Direct support & intervention from one or more agency	Support from Community Nurse, Social Care Organiser etc. along with One-to-One support from Carers Agency. Sources of Support, Community Health Service. Can still access all other supports in yellow and green stages to make full package.
Medium risk	Mainstream Carers support that can be accessed directly	Alzheimer's Society, Penumbra Carers Support, Carers cinema Club (Adler Community Centre) Short Break Brokerage. Peer support groups. Can still access all other supports in green stages to make full package. Parent-to-Parent
No/Low Risk	Self-Care, friends and family, Carers agencies like plus other Universally available supports available for all in local community	Local Zumba Class, Mindfulness, Community Centre Social Groups, Welfare Rights/Money Advice. Learning Portal on CarersofDundee. Carers Decide Groupwork National Support on line e.g. Mobilise. Workplace Carers groups. Virtual Hubs. Local Walking Groups, Mindfulness. Volunteering. Dash. Dundee Deaf Hub. Activities in local Community Centre's.
<p>Information and advice are available for all Carers.</p> <p>For contact information for organisations visit</p> <p>carersofdundee.org/organisations/ & www.aliss.org/</p>		

9.3 Short Breaks

Planning for Carers to have a break is often interdependent with planning alternative care for the person or people they support. Arranging Short Breaks is a particular example of where this planning must be done jointly. In order to have a break the Carer must be confident about how the supported person is looked after. The Dundee Short Breaks Services Statement gives more information about short breaks in the city. It may be useful when planning a break to consider the type of rest the Carer is most looking for. Each Carer will have different needs for a break. The following graphic (Figure 4) highlights the types of rest a Carer might be seeking. When planning a short break some Carers may want to address their need for some or all of type of rests at the same time.

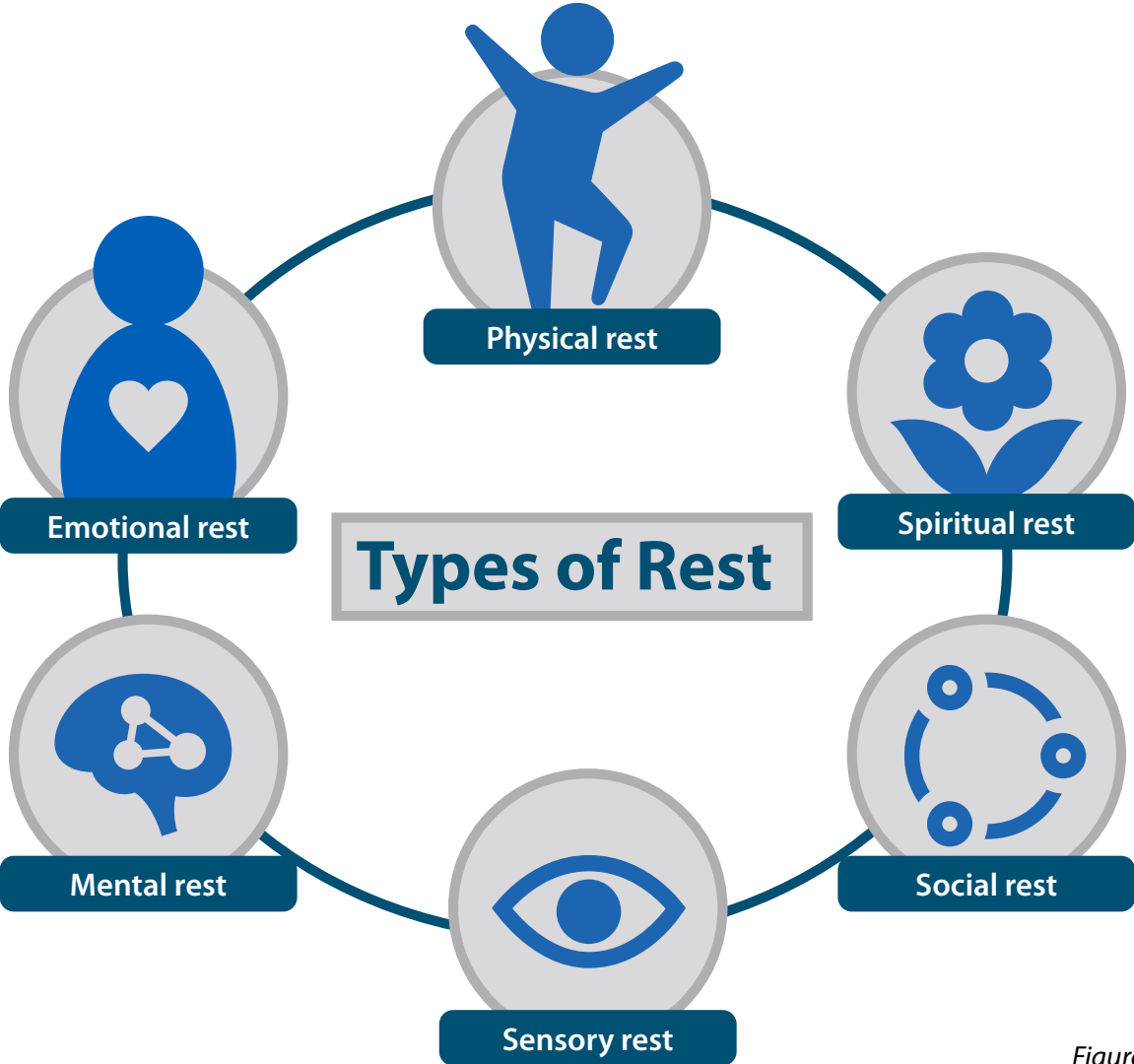


Figure 4

9.4 Support for the Child or Adult a Carer looks after

The child or adult that the Carer supports can also be supported by services that may relieve or support their Carer. These would be based on either a Childs Plan for the child with additional support or wellbeing needs or an outcome focussed assessment of the supported adult. Many Carers worry what will happen if the child or adult they care for needs care in an emergency. When a Carer wants to plan with the person they support in case the Carer becomes suddenly unavailable the professionals who are responsible for assessment of the child or adult who the Carer looks after should discuss alternative care and support and help make a plan for this.

Any Carer who is experiencing a crisis and needs additional or emergency support for caring responsibilities they should contact the professionals already working with the person they care for- this could be a named person, school contact, a health care contact or someone in Social Work or Social Care.

Children and young people who have additional support needs the Children and Families Supporting Learners Strategy www.dundee.gov.uk/additional-support-needs/support-for-learning supports their needs, as well as the Team Around The Child Framework. For more information visit www.dundee.gov.uk/service-area/children-and-families-service

When a Carer is looking for more support for an adult, if the Carer is unsure of who to contact they should seek advice from the Dundee Health and Social Care Partnership First Contact Team on **01382 434019**.

Information about how to get support from Social Work Out-of-Hours services will be given via First Contact Team answer machine service. Further information about resources for the person that the Carer supports are available through Health, Social Care, Social Work and the Third and Independent agencies can be sourced through <https://www.aliss.org/> Information about supports for Carers and the person they support is available at <https://www.carersofdundee.org>.

Being a carer is challenging, very challenging at times!
(A local professional who is a Carer)

'I had honestly never thought about how much I do and the things I know.... it's nice to think about all the learning you've done and how strong you can be...'
(Adult Carer who recently completed an Adult Achievement Award)

When I started getting support I just felt so alone... I honestly felt like I was the only one. Support has helped me see that I'm not."
(Parent carer of a child with Additional Support Needs)

'Feeling someone is taking care of me, in a way, allows me to be a carer'
(Carer in 2021 Focus Group on Carers Strategy)

A Caring Dundee 2017 described four strategic outcomes which are set out in Figure 5.

I am identified,
respected and
involved

Carers will say that they have had identified, given a voice and feel listened to, understood and respected. They will be an equal partner in the planning and shaping services and supports. Carers will also say that they know and understand their rights and are respected as a Carer.

I have had a
positive caring
experience

Carers will say that they have had positive experiences of supports and services designed to support them and the person they care for. Carers will say that they feel services are well coordinated for them and the person they care for and that they have access to a range of information and advice.

I can live a
fulfilled and
health life

Carers will say that they have opportunities to lead a fulfilled and healthy life. This may include accessing supports to improve their health and wellbeing, financial security and identifying what is important to them and how they will achieve this.

I can balance
the caring role
with my life

Carers will say that they have a good balance between caring and other things in their life and have choices about caring. Carers will say that they want to do and are able to continue in the caring role.

Figure 5

The Carers Performance Reports 2017-2019 and 2019-2021 set out information about the progress made towards these strategic outcomes. Dundee Carers Partnership carried out an engagement exercise to gain a better insight into how Carers circumstances have been impacted by COVID, publishing a report in March 2021. The recommendations from the engagement have been now been aligned with the Strategic Outcomes and will form a key part of the actions in the Delivery plan for the Carer's Partnership, the wider Health and Social Care Partnership and other

stakeholders. The Carers Partnership have started work to implement actions based on the findings and have established workstreams to develop proposals with Carers and stakeholders to address the report recommendations. The agreed activities and plans resulting from these will be incorporated into the Delivery Plan of this strategy.

Despite many achievements and previous progress, Dundee Carers Partnership know that further work is needed towards reaching the revised vision set out for 'A Caring Dundee 2'. There is a need to continue to maintain the existing progress; recover the previous gains that may have been impacted by the pandemic; and implement new actions to support the strategic outcomes. These established outcomes remain a critical element of the work of 'A Caring Dundee 2'. Carers and Stakeholders recommended some adjustment to the wording for A Caring Dundee 2 and this has been reflected in the refreshed outcomes.

Further details about each of the strategic outcomes are set out in the next pages selection of the achievements is included at the top of each section to illustrate what has been done to contribute to the realisation of the outcomes. See Figures 6,7,8,9.

Working from home...is good...but ...my work was also a bit of respite so there are times I feel the pressure.
(Adult Carer During pandemic)

Taking part in the YC Statement ... made me feel listened to and valued as a carer. I know have methods in place to support me."
(Young Carer)

It reminds me of a line from a film "You have listened extremely well, but you haven't heard what I said".
A Carer in Focus Group

I realised that in Asian communities we care a lot about what others think of us and we care less about what we need for self-care. The group discussions... helped change my thoughts and feelings and I feel much better about myself now'
(Carer -Adult Carer -Bereavement Group)

"We don't ... do anything with the kids because of time restrictions ... and because there's so many of us it's always financially difficult to be able to do nice things
(Parent carers of child with Additional Support Needs)

10.1 Carer Strategic Outcome 1

I am heard, recognised, respected and I am able to be involved

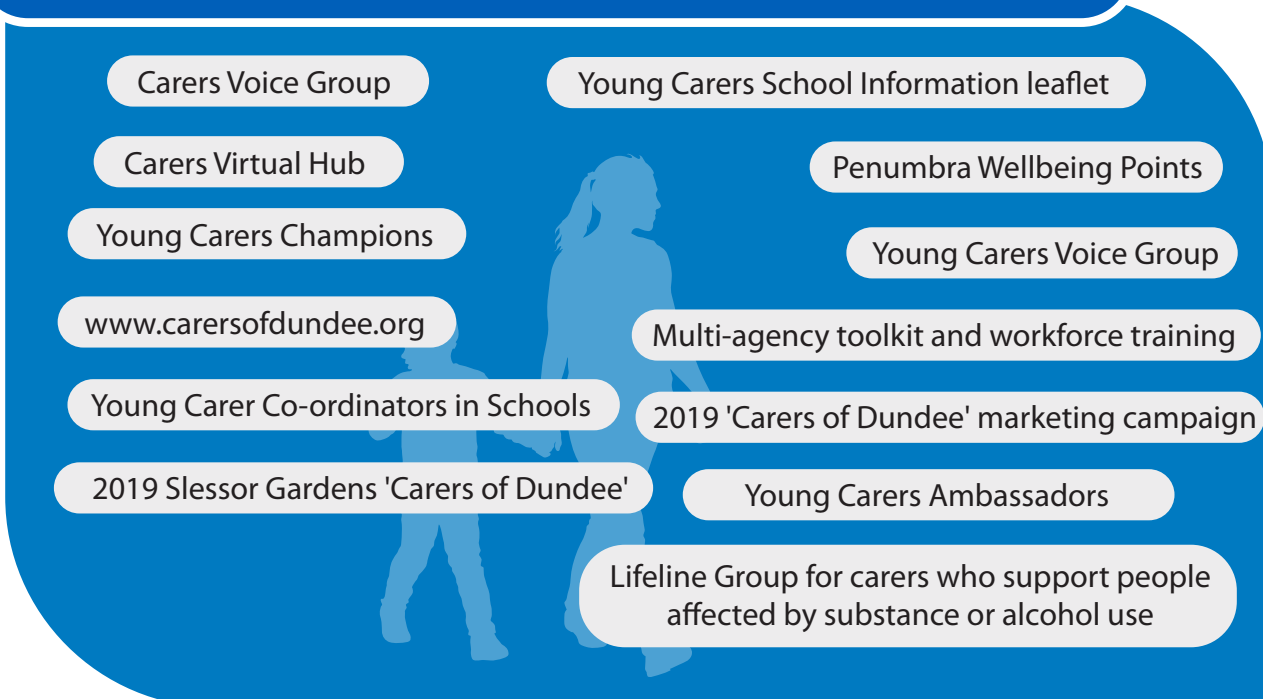


Figure 6

When the Vision has been realised:

Carers will say that they have been identified and recognised; given a voice and feel listened to, heard, understood and respected and an equal partner in the planning and shaping services and supports. Carers will also say that they know and understand their rights as a Carer.

Ways the Vision be achieved.

The Vision will be achieved by:

- working with Carers and relevant agencies to find ways to identify Carers, thinking creatively and utilising best practice locally and nationally
- taking a proactive approach to Carer identification including the promotion and uptake of Adult Carer Support Plans and Young Carer Statements
- promoting partnership working with Carers, specifically in planning conversations with the person they care for including during hospital stays and discharge
- finding the best ways to ensure that people who aren't online can continue to access information and support in other ways
- finding ways of proactively identifying Carers and supported people and who can't access information on line to identifying resources and support to enable access

- continuing to have an information and advice service for Carers that is shaped by what Carers want and need to know and provided in ways that they identify as optimal
- continuing to provide and seek additional ways to ensure that relevant information and advice is available in a range of accessible formats
- undertaking targeted engagement work with Carers with similar types of caring roles to further understand, plan and design solutions to reduce the impact of caring
- working with Carers in co-productive ways to explore the best ways of Carers recognising their role and seeking support for this
- enhancing workforce learning opportunities regarding Carers matters and Carers priorities and opportunities to support Carers
- further developing Young Carer Ambassadors programme at Dundee & Angus College to beyond Secondary School
- working with Community Learning and Development colleagues to develop resources for youth groups in informal settings so Young Carers are more easily identified and supported in the community.

A Carers Story - T

Young Carer Ambassadors are Young Carers who volunteer to support Carer Co-ordinators (Education Services Staff) in schools and Dundee Carers Centre link workers. Their aim is to raise awareness of Young Carers, the support that is available and how to access support in Secondary Schools across Dundee. There are currently 31 Young Carer Ambassadors in schools across Dundee participating in decision making and delivering workshops and support groups in their schools to other Young Carers. Most of these ambassadors have benefited from support as Carers and so want to give back and help their peers. T is a Young Carer whose circumstances mirror those of many who are Ambassadors.

T was identified as a Young Carer by their Guidance Teacher and referred to the Dundee Carers Centre Link worker for 1:1 support. T and their worker developed and worked on a personal outcome plan and when they had achieved their goals, and improved their confidence by participating in range of peer support groups and a residential, T identified they would like to help other Young Carers by becoming a Young Carer Ambassador. T takes a leadership role in particular by making newly identified Young Carers feel at ease in the peer support group run in partnership by the school and Carers Centre. Being an ambassador and taking on this role makes T feel proud. Another Young Carer Ambassador captures the motivation of so many of our impressive Young Carers:

“Becoming a Young Carer Ambassador is important to me because I want to be able to help people and make people aware that there are people who are Young Carers in school but it’s nothing to be ashamed of.” (Young Carer Ambassador)

10.2 Carer Strategic Outcome 2

I am supported to have the best possible caring experience

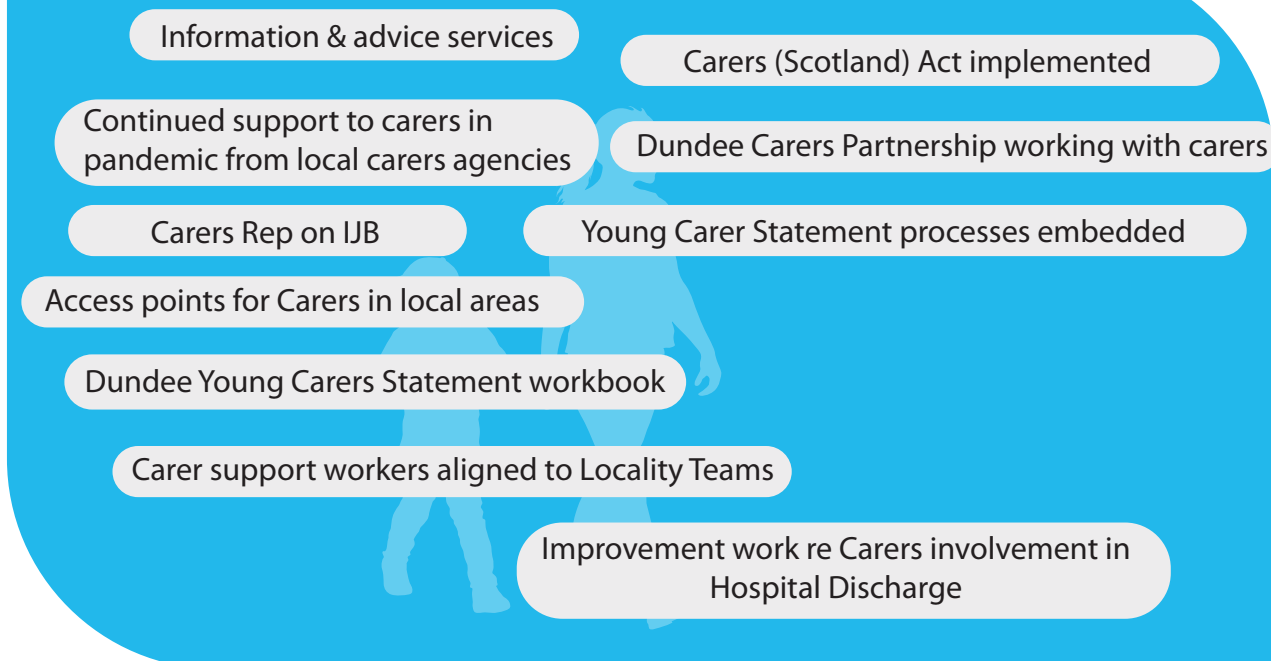


Figure 7

When the vision has been realised:

Carers will say that they have positive experiences of supports and services designed to support them and the person they care for. Carers will say that they feel services are well coordinated for them and the person they care for and they have access to the information and advice they need.

Ways the Vision be achieved.

The Vision will be achieved by:

- the Carers Partnership gathering information about other local developments and plans that have actions that intend to support Carers to feed into local Carers Strategy work
- recognising that face to face contact is a vital way of supporting Carers and should be maintained (within Covid-19 guidelines and in the longer term)
- Ensuring that activity is maintained to ensure that all Health and Social Care and associated workforce to remain alert for any possible critical concerns in caring situations and have proactive conversations with Carers to ensure access to the supports and services they need now and in the longer term

- Support ways to ensure suitable and sufficient contingency arrangements are made if Health and Social care provision for Supported Persons ever has to be reduced again
- Ensuring that appropriate services and structures hear Carers feedback and concerns
- Promoting and supporting ways that formal services in local authorities and health give Carers and their families clear, timeous information about any service changes overall and individually
- Looking into the potential for a City-wide information campaign to enhance overall public awareness and knowledge of the City's current response to Covid-19 including any proposed changes, key information and access to local supports.

A Carers Story - S

S, an Adult Carer, was referred to the Carers Centre for support as they were experiencing pressures as a result of their caring role. Through developing a Personal Outcome plan S and the Development Worker identified that S was taking on a lot of responsibility for caring tasks that might be able to be reduced. It seemed possible that the person the Carer supported may be capable and able to access alternative supports that might help reduce the responsibilities of the Carer.

The Development Worker assisted S to discuss the impact the caring role was having on their health with their GP and to seek support for their own health & wellbeing. The worker also supported S and the supported person to meet with the Care Manager responsible for assessing and arranging the person's support. The three of them discussed the available support together, as well as the supported person's own capabilities. This reassured S that the social care supports in place were meeting the person's needs and S was able to take a step back and that the person they were looking after was more able than they had realised.

S recognised that communication with the Care Manager about the situation and managing their own anxiety about the needs and safety of the person they were looking after were key to being able to take a step back without 'feeling selfish'. S now feels that their relationship with the person they look after has improved and gone back to what it was before they had to take on additional caring responsibilities.

10.3 Carer Strategic Outcome 3

I can live a full and healthy life



Figure 8

When the vision has been realised:

Carers will say that they have opportunities to lead a full and healthy life. This may include accessing supports to improve their health and wellbeing, financial security and identifying what is important to them and how they will achieve this.

Ways the Vision will be achieved.

The Vision will be achieved by:

- prioritising Carers Partnership resources to increase support and explore additional ways to enable Carers to improve and maintain their health and wellbeing
- working with the money advice sector to ensure that Carers know what their rights are, what information and advice is available and enhance access
- exploring action that might be taken to further understand and reduce the financial impacts on Carers and their families
- planning to work in partnership with the Fairness Commission to alert their members to financial impacts on Carers and supported people and consider additional ways to supporting Carers affected by Health Inequalities and poverty

- explore additional ways to support Carers to talk about their emotional and mental wellbeing, and when needed receive counselling during caring and after the caring role ends
- provide ways to enhance health and wellbeing of Carers and Young Carers
- explore additional ways to support Carers who want to gain, maintain or return to employment
- continuing to implement the Carers Act in ways Dundee Carers identify as optimum.

A Carers Story - J

A Carers Centre Short Breaks Broker referred a young man (J) to the Keep Well Community Team for a Keep Well Health and Wellbeing Check. This Young Adult Carer and a 'Keep Well Nurse' had 3 telephone consultations before meeting up face-to-face, on one occasion. The nurse identified that his alcohol intake was above the levels recommended by Health experts. He had limited physical activity, as well as an irregular eating pattern. He consumed mainly convenience foods or take away meals, enjoyed large portions, and frequently eat foods high in fat and sugar. His intake of fruit and vegetable was also less than the recommended. His BMI and waist measurements indicated Obesity. He was assessed using a Diabetic Risk Scoring Tool as being at Moderate Risk of developing Type 2 Diabetes. The Carer had experienced symptoms of anxiety since the age of 12 years old, however he indicated improving anxiety levels in the past year. The Nurse offered: Emotional wellbeing support; Alcohol Brief Intervention; Activity advice; Nutritional advice and written information. The Nurse arranged or signposted the Carer to a variety of sources for support including Street Soccer, Amateur Football Team; the NHS Weight loss Plan; the COVID 19 Vaccination Programme and Community Work.

Text message to Nurse from the Carer

"Just want to say being referred to street soccer has made me mentally and physically a better person ...I also want to thank you for how beneficial the diet advice was along with the health check they both helped me understand where I was physically and how to better myself from knowing what I need to eat and what to work on.

Being a Young Carer can be tough as you sometimes have to care for someone else other than yourself so it was great to know how to take care of myself".

10.4 Carer Strategic Outcome 4

I can have a life of my own and I can balance the caring role in my life

Dundee Covid 19 Carers survey

What's Best for Dundee Carers Project 2017

Respite

Short Breaks Statement 2018 reviewed

Short Breaks Brokerage

Dundee Carers Charter

Some local employers Carers Positive members

Young Carers Festival

Shared Care (Scotland) Lead Officer Event 2018

CarersofDundee.org

Carers Partnership Group

Figure 9

When the Vision has been realised:

Carers will say that they have a good balance between caring and other things in their life and have choices about caring. Carers will say that they are able to spend enough time with people and activities they want to do and are able to continue in the caring role if they wish to do so

Ways the Vision will be achieved.

The Vision will be achieved by:

- continuing to involve Carers and their families in COVID recovery planning
- Health and Social Care Partnership and Children and Families Service resuming supports and services for day support and respite care and considering alternative ways of providing support that may have arisen during Pandemic
- exploring ways to work with more employers including using Local Carers Charter to facilitate support to employees in a caring role, offering flexible working arrangements
- continuing to explore how best to utilise Adult Carer Support Plans to provide planned support to Carers, based on the Carer's identified needs which meet the local eligibility criteria

- Initiating additional work to increase the appropriate uptake of Adult Carer Support Plans by planned improvement to the process and systems
- develop the use of self-directed support options which enable Adult Carers who meet eligibility criteria and need this support to achieve their outcomes
- co-working with Carers on Adult Carer Support Plan process including consideration of Pre-assessment information booklet/checklist for Carers
- enhancing ways that support can be provided in the form of a break from caring including breaks provided on a planned basis
- Carers Partnership contributing to finding the best ways to provide information about Short Breaks and services that support a Carer to have a break by caring for the supported persons
- consideration by the Carers Partnership how make recommendations on to best to utilise the review of the Local Authority Short Breaks Services Statement to identify specific requirements for specific groups, identify barriers and solutions to enhance access and provision
- consideration to be given by Carers Partnership of possible need for additional/enhanced Advocacy support for Carers and what form this additional support needs to be in form of e.g. Independent Advocacy; Collective advocacy; Peer support; etc.

A Carers Story - A

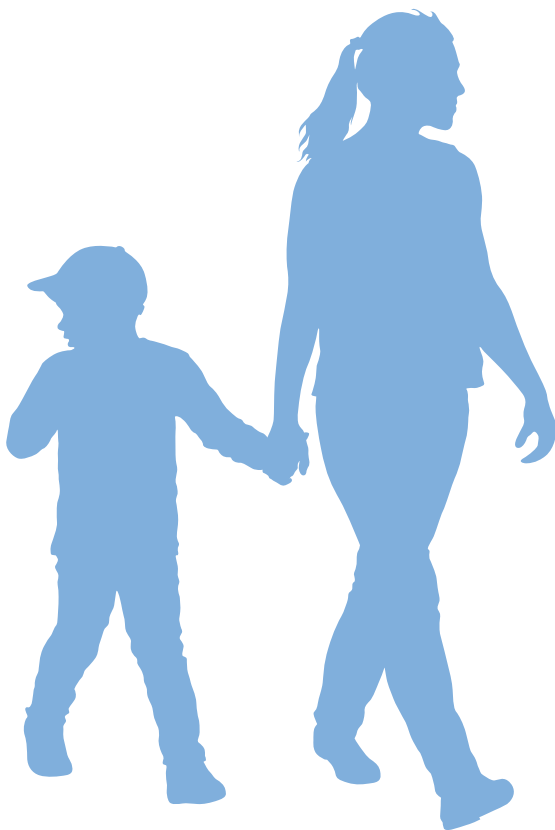
A is an Adult Carer with a long-term caring role for multiple family members and their own health has deteriorated. A received support from the Carers Centre developing a Personal Outcome Plan which focussed on their own needs and goals. A felt they needed a safe space to talk and find more things to do and get involved in as they felt they had become socially isolated.

The Development Worker supported A with practical strategies to keep track of the groups and activities they wanted to participate in – some organised by the Carers Centre and some general community groups in A's local area so they would be able to attend more regularly.

Focussing on what A could do, rather than what they couldn't do due to their health issues, the Development Worker and A identified that they had real empathy for other Carers and lots of experience to share. A became a volunteer with the Carers Centre and supported other Carers attending groups which has given A new found confidence. Attending the groups makes A feeling refreshed and energised rather than downbeat and is able to manage their own health and wellbeing much better.

MESSAGES FROM CARERS DURING 'A CARING 2' ENGAGEMENT

- ✓ The draft strategy covers all points that carers feel are significant with regards to their views being heard and requirements understood.
- ✓ Carers and the people they support are keen to shape the delivery plan of the strategy and to experience changes brought about by it
- ✓ It was good to have a chance to have conversations around their experience during the pandemic and the strain this placed on carers.
- ✓ It is important to have a range of supports provided by agencies such as Carers support organisations to help Carers to be respected and involved and they have an essential role in helping people identify as a 'Carer' and recognize caring role.
- ✓ Carers matters are interlinked with wider priority areas across the City. It is important to maintain connections with other strategic plans and planning groups. In addition, Carers matters should be highlighted with wider community groups and local networks
- ✓ Carers want and need the supports and services to be right for the person they are caring for- without this it is harder to achieve their own personal outcomes



The Dundee Carers Partnership is a multi-agency group with the key aim of improving outcomes for Carers and Young Carers in Dundee. This Partnership provides a mechanism to ensure agencies across the city work together along with local Carers to collectively achieve the vision and strategic outcomes for Carers. Future progress will be monitored through this group who will meet several times per year to develop, implement, and review the Strategy in the spirit of co-production. The Carers Partnership has wide representation from across Dundee Health and Social Care Partnership (DHSCP), Dundee City Council Children & Families, the voluntary sector, community organisations and Carer representatives. Working in partnership with Carers is central to the practice of the Partnership and to delivering consistent focus on outcomes. The Carers Partnership reports to DHSCP Integrated Strategic Planning Advisory Group. The DHSCP Strategic Planning Advisory Group reports to the Dundee Integration Joint Board.

A Delivery Plan will be developed for A Caring Dundee 2 which includes the planned actions to deliver the Strategic Outcomes, and how success will be measured. lives alongside caring". The Carers Partnership expect to evaluate progress on an annual basis using the measures of success identified in Delivery Plan. It is anticipated that the Carers Partnership Performance Report will continue to be produced every 2 years and that Performance Information about working with Carers will be included in the Dundee Health and Social Care Partnership Annual Performance report.

This Strategy will be formally reviewed after three years. The Carers of Dundee web pages will continue to feature and update information for Carers, those they care for and professionals and will continue to have training and learning opportunities for Carers and professionals to learn together. We will continue to develop our performance reporting and governance and accountability mechanisms.

- Develop A Caring Dundee 2 Delivery Plan with Carers including measures of success
- Provide accessible information about A Caring Dundee 2 and the Delivery Plan (including consideration of a Short Video)
- Monitor outcomes of implementation of A Caring Dundee 2 and plan responses to any new information that arises as a result of this
- Ensure that we respond promptly and effectively to significant local and National events that affect carers situation and circumstances
- Continue to implement the Carers (Scotland) Act 2016
- Develop and enhance ways to support Carers' health and wellbeing and help make caring more sustainable
- Fund, implement and monitor actions developed as part of response to Covid 19 Engagement Recommendations
- Produce Accessible Short Breaks Services Statement and review as required by legislation.



The Carers (Scotland) Act 2016

<http://www.legislation.gov.uk/asp/2016/9/contents/enacted>

A Caring Dundee 2017-2020

<https://www.dundeehscp.com/our-publications/news-matters/caring-dundee#:~:text=A%20Caring%20Dundee%20was%20launched,supporting%20people%20they%20care%20for>

Getting It Right For Every Child (GIRFEC)

<https://www.dundeeprotectschildren.co.uk/getting-it-right-every-child>

Equal Partners in Care Core Principles- The Knowledge Network

<http://www.ssk.org.uk/topics/equal-partners-in-care/core-principles.aspx>

What's Best for Dundee Carers Report 2017

<https://www.dundeehscp.com/publications/whats-best-dundee-carers-report-carers-scotland-act-2016-implementation-pilot-project>

Dundee Short Breaks Services Information

<https://www.dundeehscp.com/our-publications/news-matters/short-breaks-services-statement#:~:text=In%20Dundee%20we%20are%20committed,they%20wish%20to%20do%20so>

Tayside Plan for Children, Young People and Families

http://www.dundee.gov.uk/sites/default/files/publications/Tayside_Plan_Final.pdf

Tayside Children's Collaborative

www.taycollab.org.uk/

The Promise Scotland

<https://thepromise.scot/>

Dundee Children and Families Committee – regular update reports regarding Young Carers

https://www.dundee.gov.uk/minutes/meetings?in_cc=178&in_dat=2

Dundee Integration Joint Board- regular update reports about Carers including Investment Plan updates

<https://www.dundeehscp.com/publications/ijb>

Dundee Health and Social Care Partnership Strategic Commissioning Plan 2019-2022.

<https://www.dundeehscp.com/our-publications/news-matters/dundee-health-and-social-care-partnership-strategic-and-commissioning>

Dundee Carers Covid Engagement Report

<https://carersofdundee.org/workforce/carers-partnership/#report>

Social Care (Self-Directed Support) Scotland Act 2013

<https://www.legislation.gov.uk/asp/2013/1/contents/enacted>



If you require this document in alternative formats please email dundeelhscp@dundeecity.gov.uk or telephone **01382 434000**.

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