

# HIGHLAND CARERS STRATEGY- IMPLEMENTATION PLAN – V8- JULY 2022



**1. Carers benefit from a full range of information to ensure they can make informed choices about their caring role**

**1a) Improvement Objective: There is a planned approach to the provision of information**

Ref	Action	Owner	Timescale	Measure	Comments	RAG
1a1	New website is produced	Connecting Carers (CC)	Website went live w/c 7 <sup>th</sup> March 2022	Info easily available in all formats	This should increase functionality and personalisation for carers  Includes “chat” facility  National Eligibility Framework to be uploaded presently	B
1a2	Training videos prepared to complement the new web platform	CC	availability of the videos will commence once the new website is live	Info easily available in all formats	Content will cover wide variety of topics – from ‘accessing the system’ to yoga  Development of website underway but videos will soon be available via this platform	G
1a3	Factsheets available in different formats including: <ul style="list-style-type: none"> <li>• Hospital Discharge</li> <li>• SDS</li> <li>• ACSPs</li> <li>• Care Assessment Processes</li> <li>• Emergency Plans</li> <li>• General</li> </ul>	CC	Ongoing	Info easily available in all formats Information available on Connecting Carers website: Connectingcarers.org.uk	Information is updated as and when required	G

<b>1a4</b>	Community Link Workers have a suite of info available to provide to carers as required	CC	Ongoing	Info easily available in all formats	38-piece info pack	B
<b>1a5</b>	Produce information on accessing a Short Break	CC	Information is currently available	Info easily available in all formats	Connecting Carers Website contains information in respect of Short Breaks.  Information in respect of NHH Option 1 Scheme uploaded on NHH and Connecting Carers websites  2 new posts to be created to further support Carers with accessing breaks and development of additional sources of breaks	G
<b>1a6</b>	Quarterly newsletters to carers covering range of topics of interest	CC	Ongoing	Info easily available in all formats	Available in different formats Work to be undertaken to understand equalities info and differential impact- (HoS/CC) see 1a 10	G
<b>1a7</b>	Social media presence through Twitter and Facebook etc. Email shots on a Saturday	CC	Ongoing	Number of hits	Information easy to access via social media platforms and updated on a weekly basis.  Number of hits available via "Google Analytics"	B
<b>1a8</b>	'Welcome pack' available to all carers that CC engage with	CC	Ongoing	Numbers		B
<b>1a9</b>	Create a new database to hold demographic information in respect of carers receiving a service	CC	Database went live October 2021	In situ	Available in different formats Work to be undertaken to understand equalities info and differential impact- (HoS/CC) see 1a 10	G

<b>1a10</b>	Work to understand/mitigate any differential Equalities impact	CC/HoS/CSD O				<b>G</b>
<b>1b) Improvement Objective: Training is provided to carers and professionals to understand &amp; support their role</b>						
<b>Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Timescale</b>	<b>Measure</b>	<b>Comments</b>	<b>RAG</b>
<b>1b1</b>	Plans progressing to remobilise M&H and First Aid training (including resuscitation)	CC	Ongoing	No. To be reported Bi-monthly	Ongoing training & awareness sessions are rolled out to capture carers needs as and when required  Working in partnership with a local care provider to use their premises to deliver face to face M & H training.	<b>G</b>
<b>1b2</b>	Online M&H and First Aid training continuing	CC	Ongoing	No. To be reported Bi-monthly		<b>B</b>
<b>1b3</b>	Facilitate and/or advertise etc. sessions for carers provided by full range of partner organisations	Carers Orgs	Ongoing	N/A	Understood to be working. Information shared at carers project network group	<b>G</b>
<b>1b4</b>	Provide legal information for carers via local solicitor. Issues cover Guardianship, PoA, Employment, Cost of caring etc.	CC	Ongoing	No. To be reported Bi-monthly		<b>G</b>

<b>1b5</b>	Provide specific sessions for carers to highlight Carers' Rights Day, Carers' Week etc. topics include PAs, End of Life, Advocacy etc.	CC	Ongoing	Carers who engage is be quantified and measured against previous years	Via website, direct emails, social media and direct mailings	<b>B</b>
<b>1b6</b>	Provide tailored input to GP practices in relation to relevant duties arising from the C(S) A 2016	CPSO	June 2022	10 % compliance against in-scope practices	<p>GP working group met regularly in 2021 to gather information. Work currently on hold as GP input minimal as focused on covid recovery plan. Working group to re-convene June 2022</p> <p>Leaflet on unpaid carers prepared and approved for distribution to GP Practices. Drumadrochit is only point of contact currently.</p> <p>Discussion around looking at incorporating carer input into the GP Enhanced Service proposal for 2022/23 but on discussion with RC/IE felt appropriate to put on hold until better relationship across GP practices is more evident</p>	<b>A</b>
<b>1b7</b>	Regular sessions set up to offer peer support and advice to working carers at times to suit staff	CPSO	Ongoing	Attendance varies between 6-12 staff members at each session	<p>Monthly virtual lunch ongoing with feedback from group on specific topics to focus on</p> <p>Teams group used to share information relevant to staff with caring responsibilities.</p> <p>Future dates set up as follows:  <b>March 18<sup>th</sup> 2022</b>  <b>April 14<sup>th</sup> 2022</b>  <b>May 13<sup>th</sup> 2022</b>  <b>June 10<sup>th</sup> 2022</b></p>	<b>G</b>

					<p>July 8<sup>th</sup> 2022</p> <p>Aug 5<sup>th</sup> 2022</p>	
<b>1b8</b>	Work ongoing to make Line managers aware of Carer Positive Status and relevant Carers Policy to support staff to remain at work	CSDO/CPSO	June 2022	Number of line managers aware of carer positive status & their responsibilities to support staff identified then increased	<p>Working group including HR involvement to be set up by Aug '22</p> <p>Podcast includes stories of NHS staff with caring responsibilities actively promoted to all staff</p> <p>Promoted via Well-being Wednesday</p>	A
<b>1b9</b>	Carer Awareness session are scoped and developed and when available widely promoted through use of social media and other communication platforms	CPSO	Ongoing	<p>Nos. of hits etc.</p> <p>Podcast 1- 42 hits on Podbean Podcast 2- 50+ hits on Podbean</p> <p>Further video projects developed as another medium for raising carer awareness. To be shared within the organisation on Teams, &amp; via social media</p>	<p>Dates to be set to interview identified speakers (Aug '22)</p> <p>Video completed for carers week</p> <p>Further videos planned by September 2022 and to be promoted widely on social media platforms</p>	G

<b>1b10</b>	Promote the awareness of Education and Training opportunities (and additional supports) available to all carers	CC UHI SDS CPSO	Ongoing	Presence at Job-fairs etc.	Aimed at public & school leavers  Plan for 2022 to be developed by working group  CPSO to follow up dates for events planned for new school year 2022/23	A
<b>1b11</b>	Provide awareness sessions on carers' rights	CC	Ongoing	No. To be reported Bi-monthly	Numbers to be including as appendix to plan	G
<b>1b12</b>	Provide tailored training and awareness sessions to carers in respect of their interests and health conditions	CC	Ongoing		Numbers to be including as appendix to plan	G

## 2 Appropriate services are in place for carers which complement the services available to those they care for

### 2a Improvement Objective: Adult Carer Support Plans are available to carers who want one.

Ref	Action	Owner	Timescale	Measure	Comments	RAG
<b>2a1</b>	Connecting Carers (CC) work alongside carers to complete ACSPs when requested	CC	Ongoing	<b>495</b> ACSPs completed during 2021/2022	CC to produce quarterly statistics around numbers of ACSPs completed (full and "lite")  Extra resource identified for Connecting Carers to meet increased demand: to be translated into an extra 3 Carers Link Workers.  3 new posts have been advertised and filled. 1 x Highland wide CLW, 1 x Mental Health Carer Link Worker & 1 x Team Lead to support with Terminal and	G

					critical cases.	
<b>2a2</b>	ASCP 'light' being used to facilitate more tailored engagement and triage in respect of carers' need	CC	April 2022		CC to produce quarterly statistics around numbers of ACSPs completed.	
<b>2b Improvement Objective: Carers benefit from short breaks and other opportunities</b>						
Ref	Action	Owner	Timescale	Measure	Comments	RAG
<b>2b1</b>	Develop streamlined processes to enable carers to self-direct short break opportunities unique to their circumstances	CSDO	April 2023	Nos of carers receiving one off payment	Carers are provided with support from carer link workers and/or Integrated teams to identify short break opportunities  Funding made available (around £900k) for financial year 2022/23 broken down into quarterly amounts Funding processes reviewed at end of each quarter and any necessary changes made	<b>G</b>
<b>2b2</b>	Dementia Friendly Communities are providing a range of 'reactive supports in Helmsdale area	DFC Helmsdale	March 2023	8 families completed involvement of CFCS by March 2022	Caring for the Carer strives to identify what carers need and want, to allow them to continue caring for their loved one. The project delivers tangible and immediate 'hours of support' on a one-to-one basis to carers. This includes extra care at home in times of emergency; allowed carers 'me time' to pursue an out-	<b>G</b>



					<p>of-home activity that sustains their own wellbeing; supported unpaid carers to introduce formal carers into their situation where they have previously been reluctant to do so; and / or provide one-on-one support at home, where sometimes a blether with a different face can provide immense comfort. The project aims to understand the experience of carers in the rural communities of the East/Central Sutherland triangle, including opportunities and obstacles faced in the provision of carer for loved ones, which is often unpaid and to the detriment of the carers own quality of life.</p> <p>Through this pilot we are identifying community resources needed and accessed currently by carers in these rural communities. We are gathering data on the nature and the degree of support needed by carers in our communities as well as recording feedback from individual carers on the support received during the pilot. This includes dimensions of access, availability, the impact and the quality of care provided. We are also using this opportunity to gather recommendations for the improvement of current and future support services for carers. The ultimate objective of Caring for the Carer is that carers in our remote, rural communities feel better supported in their caring role, avoid burnout, and that they experience an improved quality of life and resilience.</p>	
<b>2b3</b>	Mobilise are providing digital supports to carers	Mobilise	March 2023	10,000 carers identified via Mobilise's digital platforms	Mobilise <a href="http://www.mobiliseonline.co.uk/highland">www.mobiliseonline.co.uk/highland</a> provides digital support for carers in Highland including web guides to caring, zoom cuppas and peer to peer support forums. Our online marketing campaigns help to reach 'hidden carers' with more than 10,000 discovered in 2021. We will continue to deliver light	<b>G</b>

					touch, preventative tools to engage carers throughout 2022.	
<b>2b4</b>	Alzheimer Scotland are providing targeted support to bereaved carers	AlzScot	March 2022	8 families receiving support provided	<p>6-week peer support course for Carers bereaved of a person with Dementia called You, Me &amp; Grief. Course piloted to 8 bereaved carers.</p> <p>Created an information leaflet about grief and bereavement specific to Dementia, and a large resource pack which includes practical information such as benefits, wills, and funeral arrangements. Have gone on to create a 4-part video series of a Bereaved Carer's Story. This highlights what has been difficult and what has helped in her grief journey to allow people who don't wish to participate in group work to seek peer support from others in similar situations. The materials are to support You, Me &amp; Grief but also for people who don't have online access or are not ready to meet in a group. These are not yet available to the public; this will come in March 2022.</p> <p>Project became self-sufficient in March 2022 &amp; did not wish to proceed with additional funding for 22/23</p>	<b>B</b>
<b>2b5</b>	Creativity in Care providing creative support via art sessions	CiC	March 2023	50 carers receiving support provided	<p>Working with 50 unpaid carers mostly online. Outcome achievements measured through WEMWBS, polls written &amp; verbal feedback. The creative programmes explored topics raised by carers. The six-week programmes included creative postal kits and additional one-to-one sessions were offered when people needed to talk confidentially. Day and evening sessions were held to meet carer needs. With</p>	<b>G</b>

					additional funding there are plans to extend the Creative Leaders part of the programme as people are suggesting new ideas to and skills they wish to share with the group.	
<b>2b6</b>	Befrienders Highland providing befriending support by phone and face to face to carers		March 2023	Supporting 34 people directly with befriending in 2021 + 4 people indirectly, so Carers of Friends we provide befriending to who benefit from the short break from caring whilst befriending is taking place + 25 volunteers who are matched to carers, and 6 newly trained volunteers since April 2021.	Regarding awareness raising work, Befrienders Highland are active on social media,	<b>G</b>
<b>2b7</b>	Thriving Families provide mentoring support to carers of children with complex disabilities		March 2023		<p>Thriving Families secured £27,308 to deliver a project meeting the objectives of the NHS Highland adult carers funding from 1 April 2021 to 31 March 2022.</p> <p>The project aim is to develop digital support for carers of children and young people with additional support needs to reduce isolation, increase resilience, and empower carers, enabling them to cope with their caring role and improve family well-being. This will help to mitigate the impacts of Covid-19.</p>	<b>G</b>
<b>2b8</b>	Support in Mind provide		March 2023	Data included in next	Support in Mind Scotland's project is to develop and	<b>G</b>

mentoring support to carers supporting people with mental ill health

column

deliver a support service for Mental Health Carers in the Highlands. The service provides 8 sessions of 1-1 solution-focused support, with an emphasis on promoting self-management. Initially, the service tried to establish referral pathways with medical practices in Mid-Ross, Easter Ross, and East Sutherland. However, GPs were not willing to make referrals without a data sharing agreement between NHS Highland and Support in Mind Scotland in place. Consequently, the service switched to a self-referral model and utilised a mass-email approach to raise awareness of the service across the Highlands. However, this has not led to as many referrals as anticipated

Promotional Method	Stakeholder	Total Contacted	Total Responses
Targeted Approach	Medical Practice	6	4
Targeted Approach	Community Mental Health Team	4	3
Targeted Approach	Third Sector	6	6
Mass Email	Medical Practice	59	6
Mass Email	Adult Social Care Team	9	4

					Mass Email	Third Sector	111	4		
							195	27		
<b>2b9</b>	<p>Connecting Carers provide financial resource to support the provision of Short Breaks via:</p> <ul style="list-style-type: none"> <li>• Time to be</li> <li>• Wee Treats</li> <li>• Caroline Thomson legacy fund</li> <li>• Respite fund</li> <li>• Carers Trust</li> <li>• Creative Breaks</li> </ul>	CC	Ongoing	For information	<p>Although not part of NHSH funding to Connecting Carers regular updates on use of short break funds will enable NHSH carers team to understand what alternative funding streams are available to carers</p> <p>New funds made available this year to Carers have included a Winter Grant Fund support 328 Carers and a Hardship Fund supported 77 Carers.</p> <p>All Carers registered with the service can now access Time to Be (1 per household) on a yearly basis instead of once every two years. This is due to an increase in the fund from the Government.</p>				<b>G</b>	
<b>2b10</b>	Carer Projects and organisations work in collaboration to develop future Highland Carers Strategy	HoS CSDO	From June 2022		An experience-based co-design approach (EBCD) is utilised to develop next Highland Carers Strategy Project Manager to lead on work identified (CC) Plan developed around consultation					<b>G</b>
<b>2b11</b>	Carers services into the future are being developed in a fair & equitable tendering process	Carers project team/ project board		For information	Timescales for tendering process to be developed by Contracts team with view to new tender commencing April 2023					<b>A</b>
<b>2b12</b>	Good practice around development of use of SDS Option 1 for carers	CSDO	Ongoing from March 2022	Good practice around SDS Option 1 for carers is shared with Carers Leads	SDS Option 1 short breaks for carers evaluation report completed and shared at a national level (April 2022)					<b>B</b>

	and carer related projects is promoted and shared			across Scotland	Carer Projects evaluation report completed (June 2022)	
<b>2b13</b>	Good practice from SDS Option 1 for short breaks and carers projects is shared	CSDO	April 2022	Work of Carers Project & SDS Option 1 project is evaluated and shared	Information shared at webinar 21 <sup>st</sup> April. Regular updates provided to staff team meetings and via webinars to inform on processes FAQ updated regularly Pivot table provided to HoS monthly	<b>G</b>

### 3. Clear pathways are in place so that carers are involved in shaping the services they receive

#### 3a) Improvement Objective: Carers are considered as 'equal partners' in care and discharge planning for those they care for

Ref	Action	Owner	Timescale	Measure	Comments	RAG
3a1	Provide support to ensure hospital staff understand their statutory duties towards carers	CSDO CPSO	June 2022	Carers feedback positive experience of involvement around hospital discharge via feedback forms	Leaflets developed for hospital staff Meeting with TL (14/06/22) around Discharge without Delay project Meetings to be set up with GS and RB around carer team involvement in DWD work	<b>A</b>
3a2	Carers opinion on hospital discharge is surveyed	CPSO	Aug 2022	feedback forms will be baseline for 3a1	Initial meeting to be set up with JC/SS/RC to explore how this is undertaken	<b>A</b>
3a3	POP documentation being used to collect information from carers when outcomes & needs for cared for person are being considered	Social workers	Ongoing	Sample of adult social care POP to be audited to explore carer input	Will link with QA work being undertaken with POP	<b>G</b>

3a4	Revisit role of Hospital Liaison worker within Raigmore	CSDO CC	July 2022	Physical presence of staff member with carer focus within Raigmore	Work identified as required to re-engage Hospital to ensure physical presence can be re-established	A
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### 3b) Improvement Objective: Carers self-direct the support they receive

Ref	Action	Owner	Timescale	Measure	Comments	RAG
3b1	Promote use of SDS Option 1 for carers and evaluate the project	HoS ASC CSDO CPSO	April 2022	Around 400 carers accessed service in own right between Sept '21 & March 2022	£1m target reached Evaluation to be published and discussed via webinar with adult social care and carer staff	B
3b2	Carers have been identified as a priority group in developing Highland SDS Strategy. Implementation actions to realise this priority status to be contained within its implementation plan	HoS ASC	March 22	Carers are actively involved in development of new SDS Strategy, and this work will support development of future Carers Strategy	Implementation planning events held between Jan-March 2022	G
3b3	Introduction of new App enabling carers to have ownership of ACSPs	CC	From March 2022	Numbers of carers utilising the App	Connecting Carers provide data on a quarterly basis.  The App has been developed however coding issues are proving problematic for Google & Apple regarding the availability of the App. This is currently being investigated.	A

<b>3c Improvement Objective: Carers are fully involved in shaping local policy</b>						
3c1	<p>Work underway to explore:</p> <ul style="list-style-type: none"> <li>Options to develop a representative &amp; independent 'voice' for carers across Highland (Carers Union)</li> <li>How the independent 'voice' can feed into decision-making (governance) structures within statutory services</li> </ul>	<p>HoS ASC HHSCC Carer rep CC</p>	<p>April 2022</p>	<p>Carer representation increased</p>	<p>Aim to collect and represent views of carers in real time to be able to inform and shape decision-making ToR for group developed</p>	<b>A</b>
3c2	<p>Work alongside NHS Community Engagement Manager to increase opportunities for carers to contribute to decision making across NHS</p>	<p>HoS ASC HHSCC Carers Rep Comm Eng Manager CSDO</p>	<p>Ongoing</p>	<p>Carers are adequately represented in development of community engagement plan</p>	<p>Work using experience based co-design is ongoing and progressing well</p>	<b>G</b>
3c3	<p>Carers Consultation plan to be put in place to support the development of a new Carers Strategy</p>	<p>HoS ASC CSDO</p>	<p>Begin June 2022</p>	<p>Plan in situ and shared at HHSCC, CIG etc. Carers voice is involved in shaping all future NHS policies that are pertinent to carers. Work in collaboration with Community Engagement Group</p>	<p>Plans put in place around consultation including work of Carers Voice Working Groups Carers Projects</p>	<b>G</b>



3c4	Highland Carers Strategy is updated collectively with carers.	HoS ASC CSDO	To be published in Autumn 2023	National working group to publish revised national carers strategy June 2022 which will guide Highland Strategy	See 2b10	<b>G</b>
3c5	Carers are considered in Equality Impact Assessments of NHS policies and procedures	CSDO Public Health	Ongoing		Carers are considered and consulted on for all new NHS policies pertinent to carers	<b>G</b>

#### 4 Carers are identified, and their role is recognised

##### 4a: Improvement Objective: The awareness of unpaid carers is raised across North Highland

Ref	Action	Owner	Timescale			
4a1	A basic leaflet with clear information is developed for hospital staff to understand their statutory duties towards carers	CSDO CPSO	June 2022	Staff are more aware of their duties Carers are treated as equal partners in the care of the person they care for around planning for discharge	See 3a1	<b>A</b>
4a2	Use of social media platforms to raise the profile of unpaid carers in North Highland	CSDO CPSO NHS Comms Team CC	Ongoing	Numbers of views/hits on social media platforms. Facebook, Twitter, Instagram, Podbean	Information is collated and shared in committee reports	<b>G</b>
4a3	National Carer Awareness is promoted during: Carers Week (June) Carers Rights Day (Nov)	CSDO CPSO CC NHS Comms	Ongoing	Numbers of views/hits on social media platforms. Facebook, Twitter, Instagram, Podbean	Plans for event to raise awareness of work of carers projects and SDS Option 1 planned for 25 <sup>th</sup> November 2022 Carers Rights Day	<b>G</b>

	Carers Parliament	Team					
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