

**Carers Act Commencement Date**

**Recommendation:-**

The Board is asked to:

- Endorse the importance of the role of carers within NHGGC and support the process outlined to achieve 'readiness' in time for commencement of the Carers Act.
- Receive a further update in 12 months.

**Purpose of Paper:-**

Highlight the forthcoming Carers Act and associated implications for NHSGGC. Provide an outline of arrangements in place to support Board 'readiness' for the Act.

**Key Issues to be considered:-**

Statutory requirements outlined within the Act and co-ordination of Board and HSCP responsibilities to implement the Act.

**Any Patient Safety /Patient Experience Issues:-**

Actions outlined in the paper will support Patient Centred Care outcomes

**Any Financial Implications from this Paper:-**

Activity to support Carers currently funded from non recurring Carers Information Strategy funding

**Any Staffing Implications from this Paper:-**

N/A

**Any Equality Implications from this Paper:-**

Carers are a recognised vulnerable group

**Any Health Inequalities Implications from this Paper:-**

Carers may be subject to further disadvantage with patterning of caring responsibilities linked to social deprivation.

Improved access to support will contribute to a reduction in health inequalities through mitigation.

**Has a Risk Assessment been carried out for this issue? If yes, please detail the outcome:-**

A full risk assessment will be undertaken in due course however compliance with duties is a legislative requirement

**Highlight the Corporate Plan priorities to which your paper relates:-**

Prevention and early intervention.

**Author – Anna Baxendale**

**Tel No – 0141 201 4989**

**Date – 16<sup>th</sup> Aug 16**

**Board Nurse Director**

CARERS ACT COMMENCEMENT DATE

**Preparations underway across NHSGGC**

**RECOMMENDATIONS:**

The NHS Board is asked to:

1. Endorse the importance of the role of carers within NHGGC and support the process outlined to achieve 'readiness' in time for commencement of the Carers Act.
2. Receive a further update in 12 months.

**1.0 Background /Introduction**

The Census data (2011) suggests that approx 10% of Greater Glasgow and Clyde residents identify themselves as having caring responsibilities. Three in every 10 patients admitted report having a health condition that significantly limits daily living and as such are likely to require additional caring support.

The Carers (Scotland) Act was passed on 4<sup>th</sup> February 2016. It gained Royal Assent on 9<sup>th</sup> March 2016. The implementation of the provisions in the Carers Act, which are designed to support carers' health and wellbeing, will commence on 1<sup>st</sup> April 2018, and build on the aims and objectives set out in the National Carers and Young Carers Strategy 2010-2015.

The main proposals in the Act include:

1. Changing the definition of carer<sup>1</sup> so that it encompasses a greater number of carers
2. Giving local authorities a duty to prepare an adult care and support plan (ACSP) or young carer statement (YCS) for anyone they identify as a carer, or for any carer who requests one
3. Giving local authorities a duty to provide support to carers that meet local eligibility criteria
4. Requiring local authorities to establish and maintain advice and information services for carers.
5. Requiring local authorities and NHS boards to involve carers in carers' services
6. Giving NHS boards a duty to involve carers in the discharge of the cared for person
7. Local authorities and health boards will be required to jointly produce local carers' strategies.

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<sup>1</sup>A carer can be defined as an individual who provides unpaid practical, physical and emotional support to relatives, friends and neighbours due to physical or mental illness, addiction, frailty or disability. They may or may not live with the person.

The Scottish Government in conjunction with Health Boards, Integrated Joint Boards and Local Authorities are working towards developing statutory guidance and regulations and an Implementation Steering Group is being established to provide strategic advice and guidance to implementation.

## **2.0 Person Centred Care and Patient's Rights Act**

The Patients Rights Act endorses the principle of active engagement of carers and family members in the care of their relative or friend. Health Boards are required to facilitate such involvement. Best practice in the care of the frail and elderly, alongside care for patients with additional needs, for example dementia, sees the involvement of carers as a vital and productive part of patient care.

Work is underway within NHS Greater Glasgow and Clyde to make wards more welcoming to all visitors and to identify and support carers to be partners in care whilst their loved ones are in hospital. A key component of this work will be to improve communication and relationships between carers and multi-disciplinary teams through the sharing of information and the involvement in decision making and where appropriate care-giving within the ward setting, i.e. assistance with feeding and personal care should the carer wish to participate. This will help maintain the carer and cared-for relationship, improve communication between staff and carers, and help prepare the carer for aspects of continuing care and/ or palliative care post discharge.

## **3.0 Local progress**

Over the past 5 years, Carer Information Strategy funding has supported work across NHSGGC to:

- Promote Equal Partners in Care principles (EPiC) through service improvement and training frontline staff
- Improve identification of carers
- Establish and embed a single point of access (telephone line) for carers to engage with carers centres in the community
- Undertake assessment of unmet needs of carers in Royal Hospital for Children
- Research young carers and carers experiences in acute hospital settings.

This work has resulted in:

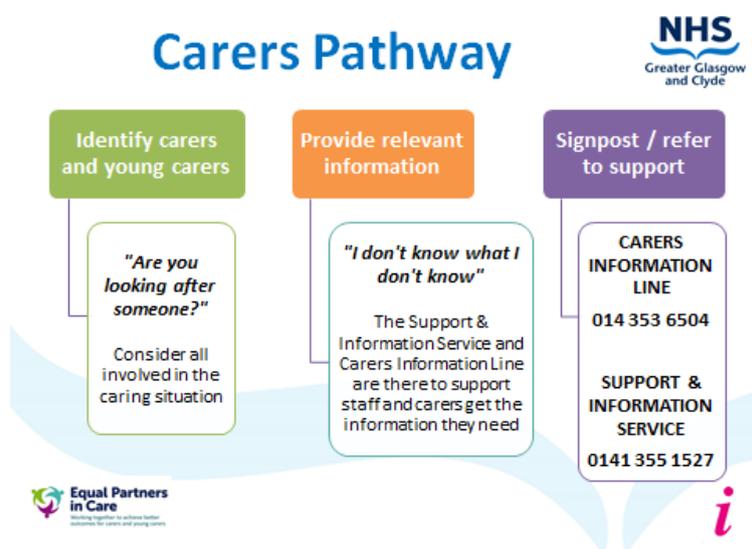
- Carer awareness training completed by 772 frontline staff
- Development of routine enquiry of carers at the Support & Information Centres and the Family Support & Information Centres
- Improvement work to embed prompts and evidence of communication with carers into Stroke and Dementia pathways
- Improved understanding of carer experiences such as:
  - o Missed identification opportunities and gaps in provision of information about available support
  - o Lack of discussions about nature of caring likely to be required post-discharge
  - o Under-appreciation of skills required to assist with medicines compliance (especially in young carer situations)
- Establishment of co-hosted money and debt advice service within the Royal Hospital for Children

- Test of change of a parent/carer needs assessment at the Royal Hospital for Children, commenced June 16.

### NHS GGC Carer Pathway

Support for carers in NHSGGC is delivered via a partnership between HSCP, Local Government and voluntary sector organisations. They offer services which include: information and advice; emotional support; money advice; access to education, training and employment support; and, access to short breaks from providing care.

These can be accessed either by the Carers Information Line 0141 353 6504, email [info@glasgowcaresinformation.org.uk](mailto:info@glasgowcaresinformation.org.uk) or by completing the self-assessment form in the back of the "Are you looking after someone?" booklet. This service is available for all NHSGGC services users.



### 4.0 NHSGGC Carer Development Plan

In preparation for the commencement of the Act in NHSGGC, a series of workshops are being led by the Head of Health Improvement to engage with key stakeholders in HSCPs, carers' centres, and the Acute Division to coordinate efforts and identify priority areas for improvement, action and collaboration with a clear focus on 'mainstreaming' practice.

The 'Corporate Carers' group has been re-established with representation from HSCP carer's leads with the proposed remit:

- Oversight to fulfil Board requirements for reporting on Carers Information Strategy funding
- Establishing referral pathways for carers to enable carer assessment and support
- Engagement of carers in discharge planning and in the context of the Welcoming Ward care during hospital stays.
- Identification of core 'joint' elements for inclusion in the development of local Carer Strategies
- Development of outcome measures for carers in conjunction with national proposals

The Acute Health Improvement and Inequalities Group will oversee the development of an Acute Carers Plan focusing on key actions within clinical settings. This will embed the

specific duties associated with discharge (including: inform the carer, as soon as is reasonably practical of the intention to discharge; invite the carer to give views about the discharge; take account of the views of the carer in making any decisions about the discharge of the cared-for) through improvements in eHealth and documentation; practice development and cultural change at ward level.

The Patient and Carers Experience group will support the development of the plan and robust links with Carers Centres and local HSCPs will further support carer and frontline engagement.

### **Recommendations/Conclusions**

The Board is asked to endorse the importance of the role of carers within NHGHC and support the process outlined to achieve 'readiness' in time for commencement of the Carers Act.

A Further update will be provided to the Board in 12 months.