

DIRECTION FROM THE SHETLAND ISLANDS INTEGRATION JOINT BOARD (“IJB”)

ISSUED UNDER SECTION 26(1) OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014

<p>Direction: Unpaid Carers</p>	<p>Direction to: SIC and NHSS</p> <p>Some responsibilities lie with all people facing services, regardless of budget allocation.</p>	<p>Overall Budget allocated by IJB for Direction:</p> <p>SIC – budgets are spread across other service areas</p>
<p>Reference Number: 1.14</p>	<p>Relevant Function(s):</p> <p>All our services have a role in identifying and supporting unpaid carers.</p> <p>Specific functions noted in this Direction are provided by:</p> <p>Community Care Resources, Adult Mental Health, Adult Services (Learning Disability and Autistic Spectrum Disorder), Adult Social Work</p>	<p>Review Date:</p> <p>March 2025</p>
<p>IJB Report(s) Reference Number: CC-35-24-F</p>		
<p>Date Direction issued/authorised by IJB: 22 August 2024</p>	<p>Date Direction takes effect: 1 April 2024</p>	<p>Does the Direction supersede, amend or revoke an existing Direction? If yes, include reference number of existing Direction:</p> <p>Supersedes Direction 1.14 (IJB Report Ref. CC-30-23-F)</p>
<p>Purpose of Direction</p>		
<p>To provide support to unpaid carers through a variety of methods in order to meet their needs/ personal outcomes and sustain their ability to provide care.</p>		
<p>To raise the profile of the National Carers Strategy locally to encourage and guide action to support unpaid carers, on the understanding that to be effective support must be system wide.</p>		

Overarching Directions to Function(s)

In line with the Equal Partners in Care (EPiC) model, as per the current strategy, the HSCP will work to enable carers to be:

- Identified;
- Supported and empowered to manage their caring role;
- Enabled to have a life outside of caring;
- Free from disadvantage and discrimination;
- Fully engaged in the planning and shaping of services;
- Recognised and valued as equal partners in care.

Note: Unpaid Carers are considered a key partner by individual services including social work, community care and social care (Community Care Resources, Community Mental Health and Adult Services (Learning Disability and Autistic Spectrum Disorder) – their work is no longer duplicated within this direction, however key parts are included and expanded on where appropriate.

Directions	Outcomes and key actions	Performance Monitoring and Indicators	Challenges & Opportunities – inc. Risks and Finance
<p>Provide support for unpaid carers through the implementation of the Carers Act (Scotland) 2016.</p>	<p>Ensure local alignment to best practice and focused activity.</p> <p>Ensure future sustainability of support systems for unpaid carers, including:</p> <ul style="list-style-type: none"> • support for health, wellbeing and emotional impact of caring, • greater control over resources to enable personalisation, choice and empowerment, 	<p>Performance:</p> <ul style="list-style-type: none"> • Successful publication of reviewed strategy • Monitor number of Carer Support Plans • Ensure sustainability of 3rd Sector contracts that support people to access alternatives to in-house/ building based services 	<p>Risks:</p> <p>Unpaid carers are not identified and supported at earlier opportunities, inequalities increase and outcomes worsen.</p> <p>Opportunities:</p> <p>Gain useful and valuable feedback from Carers and understand their</p>

	<ul style="list-style-type: none"> alternatives to building based, fixed cost assets <p>Complete Impact Assessment of planned service changes to consider breadth of impact on unpaid carers and mitigate any risk.</p> <p>Review of Self-Directed Support to inform improvement, to meet reviewed SDS guidance and standards, and to improve equity of service across Shetland – supported by In Control Scotland.</p> <p>Evaluation of Community Led Support approach to understand acceptability and accessibility for unpaid carers, to inform next steps.</p>		<p>expectations of services and experiences.</p>
<p>Plan, design and provide services in a way that recognises and builds on the value and rights of unpaid carers, their role, and expertise:</p> <p>To deliver an ‘asset based’ approach to support planning, whereby the assessment of need starts from the premise of what a person is able to do for themselves, use of their support network and assets, then</p>	<p>All staff are skilled in an asset-based approach to needs assessment, and undertake effective future care planning with service users and their support networks.</p> <p>Communication and sharing of strategy within Shetland</p>	<p>Quantitative measures:</p> <ul style="list-style-type: none"> Number of Carer Support Plans Numbers of older people and those with disabilities or long-term conditions able to remain at home or 	<p>Risks:</p> <p>Improvement work not progressed – particular risk for cross service/cross-organisation work where coordination of action is required.</p>

<p>works outwards to statutory provision. This approach is person-centred by nature and includes unpaid carers as equal partners.</p>	<p>Partnership and with wider community via effective communication strategy and sharing of good practice.</p> <ul style="list-style-type: none"> • Expand scope of Good Conversations and approach across Health and Social Care. • Delivery of cascade training in Good Conversations to support sustainability of approach. • Targeted recruitment of cascade trainers to maximise impact on system change. 	<p>in a homely setting in their community</p> <ul style="list-style-type: none"> • Number of unpaid carers able to maintain or increase levels of independence and inclusion • Reduction in unplanned, emergency and inappropriate admission to hospital or other service • To facilitate discharge from hospital appropriately • To protect adults from abuse 	<p>Culture change and change in approach does not happen.</p> <p>Opportunities:</p> <p>Engage with SIC Community Planning Colleagues on emerging impact assessment work stream.</p> <p>Connect with Public Health Scotland colleagues around support for Health Impact Assessment and potential for including Unpaid Carers as key target group.</p>
<p>To provide support for unpaid carers via the structure and accessibility of support services for the “cared for” person, including:</p> <ul style="list-style-type: none"> • Short Break and Respite Services where the needs of the unpaid carer is the main focus, though provision can deliver positive benefit to the cared for person • Day opportunities where the needs of the cared for person is the main focus, though provision can deliver benefits to the unpaid carer 	<p>Objective:</p> <p>Planning and redesign of these services will include input from unpaid carers to ensure they meet their needs within resource available.</p> <p>HSCP partners and representatives will advocate for the needs of unpaid carers in relevant forums. Impact Assessment of changes or development will include impact on Unpaid Carers as a distinct group.</p>	<p>Measures:</p> <ul style="list-style-type: none"> • Availability of short break and respite services (including balance of Planned: Emergency respite instances) • Availability, accessibility and knowledge of meaningful day opportunities – enriched breadth of options, and increased uptake (taken forward within Community 	<p>Opportunities:</p> <p>Service planning and redesign will provide the opportunity to look at current and future need in order to plan for sustainable future provision with also taking a Best Value approach.</p> <p>Challenges:</p> <p>Workforce challenges across the system coupled with the fiscal challenges</p>

<p>Which will enable them to have a life outside caring.</p> <p>(This includes directly commissioned service and the requirement to facilitate and support community based, accessible and meaningful opportunities.)</p>		<p>Ethos strand of Shifting the Balance of Care)</p> <ul style="list-style-type: none"> • Number of Short break grants paid out to unpaid carers • Number of respitality breaks provided to unpaid carers 	<p>may impact sustainable service delivery.</p>
<p>To provide support to unpaid carers, recognising that they may have poorer health, wellbeing, social and financial outcomes associated with their caring role.</p>	<p>Offer services in a way that is accessible to people who may find it difficult to access support normally, e.g. via Community Led Support.</p> <p>Advocate for needs and rights of carers as part of role in local partnerships, and via input into relevant Impact Assessments related to service change.</p> <p>Services will be asked to reflect:</p> <ul style="list-style-type: none"> • What difference have you made to unpaid carers through your work? • How have your systems been reviewed to identify and support unpaid carers? 	<p>Measures:</p> <ul style="list-style-type: none"> • Unpaid carers feel supported to continue in their caring role • Increased number of people accessing support through Shetland Carers/Shetland Care Attendant Scheme/Community Connections/Shared Lives • Unpaid carers actively identified as a priority group in Impact Assessment of local policy and service change 	<p>Risks:</p> <p>Unpaid carers are not identified and supported at earlier opportunities, inequalities increase and outcomes worsen.</p> <p>Opportunities:</p> <p>Gain useful and valuable feedback from Carers and understand their expectations of services and experiences.</p>

Shifting Balance of Care

This Direction links to the following Shifting Balance of Care work streams:

Project ref	Service/Programme
PJR0015	Frailty Matters
PJR0017	System Workforce Planning