

## CONSULTATION QUESTIONS

### The Carer's Assessment: Carer's Support Plan

Question 1: Should we change the name of the carer's assessment to the Carer's Support Plan?

✓ Yes

Currently there is a range of different approaches to the undertaking of the carer's assessment and some identified carers refuse an assessment of their own needs.

The idea of changing the carer's assessment to a support plan may encourage more carers to participate and would be beneficial. Shifting the focus from an assessment of needs toward a focus on the carer's outcomes and an improved quality of life would be in line with the principles of Self Directed Support.

The change from assessment to support plan will require a clear distinction to be made between assessment and plan in respect of how this is carried out? Whereas the former gives consideration to need the latter assumes it despite the level of care being provided and is an unfamiliar approach in professional practice.

Question 2: Should we remove the substantial and regular test so that all carers will be eligible for the Carer's Support Plan?

✓ Yes

Application of the regular and substantial test is open to both individual and local translation and as a result it does not provide a consistent approach to assessment. A move to offering a carer's support plan for all carers despite the level of care they provide would provide a more consistent approach. Providing carers with the opportunity to discuss their situation and enabling them to identify their personal outcomes would be a more positive approach. This approach would be preventative and would support carers who provide both a minimal and a substantial amount of care and ensure a fair access to services.

Given the volume of work this could create in what is a difficult financial climate; the support plan would require to be developed at two levels dependent on the level of care being provided with a national eligibility criteria underpinning access to services. There is a clear role for local voluntary agencies as they could assist local authorities in completing some of the light touch support plans with carers who require no formal input.

Question 3: Should we remove that part of the existing carer assessment process whereby the cared-for person is a person for whom the local authority must or may provide community care services/children's services?

✓ Yes

The removal of part of the existing carer assessment process whereby the cared-for person is a person for whom the local authority must or may provide community care services/children's services would support the role of informal carers. This is because carers are often not known to the local authority and the individuals they care for often don't require or refuse formal services.

Despite having no input from formal services, a carer would still benefit by having access to a support plan to discuss their own outcomes and improve their quality of life. The need for formal services to be provided to the cared for person in order for the carer to access the support plan process would be in conflict with the spirit of these proposed legislative changes. The carer should be able to access a support plan to look at their outcomes and support them to continue in their role.

Question 4: Should we introduce two routes through to the Carer's Support Plan – at the carer's request and by the local authority making an offer?

✓ Yes

Having two routes, one by request of the individual and another by placing a requirement that a local authority must offer a Carer's Support Plan would appear to be a logical process.

However, if the regular and substantial test is removed then guidance will be required to ensure clarity and consistency around what level of care being provided by a carer requires the local authority to offer a carers support plan. The requirement could be a support plan is offered to all carers who provide a minimal to a substantial level of care; this has to be made clear at the outset of the proposed changes to ensure a consistent approach across Scotland as opposed to a local translation.

Question 5: Should we remove from statute the wording about the carer's ability to provide care?

✓ Yes

In line with the move to Self Directed Support the focus should be firmly on the outcomes of the carer. The ability to continue to provide care would be discussed when developing the Carers Support Plan but the focus would be clearly on the outcomes that the carer wishes to achieve both in day-to-day life and in the future. These outcomes are likely to reflect the carer being able to maintain and manage their caring role as well as having desired outcomes and a life alongside caring.

Question 6: Should we introduce a duty for local authorities to inform the carer of the length of time it is likely to take to receive the Carer's Support Plan and if it exceeds this time, to be advised of the reasons?

✓ Yes

Similarly to other formal assessment eligibility criteria and associated timescales, it

would be reasonable to introduce a clear national timescale, once offered, for the completion of the Carers Support Plan.

Question 7: How significant an issue is portability of assessment for service users and carers?

There are variations on a wide range of factors within local authorities including eligibility criteria, charging policies that make portability of assessment problematic. A full discussion of these issues is not feasible within the scope of this consultation response. The significance of these variations will have an effect on individuals and carers moving to a new local authority and there is a need for further national work in this area around improving the consistency of services and support.

Question 8: Should the Scottish Government and COSLA with relevant interests work together to take forward improvements to the portability of assessment?

✓ Yes

See Q.7.

## Information and Advice

Question 9: Should we introduce a duty for local authorities to establish and maintain a service for providing people with information and advice relating to the Carer's Support Plan and support for carers and young carers?

✓ Yes

We should provide a one stop shop for carers and young carers to offer information and advice and should consider making maximum use of existing Customer Contact provision to facilitate this. We should also ensure that we make best use of technology through social media and web based services to support access to appropriate information.

Additional funding alongside a collaborative approach will be required to ensure that information and advice is consistent across all services a carer may come into contact with. The availability of clear and consistent information will ensure carers are informed and prepared and as a consequence minimise the likelihood of carers seeking information when the caring relationship has reached a crises point.

Question 10: Should we repeal section 12 of the Community Care and Health (Scotland) Act 2002 about the submission of Carer information Strategies to Scottish Ministers, subject to reassurances, which are subject in turn to Spending Review decisions, about the continuation of funding to Health Boards for support to carers and young carers?

✓ Yes

The context of planning and service deliver in both adult and children services had changed considerably since 2002 and should take in the development of Community Planning Partnership.

With Integration pending in the next 12 months, a clear statutory provision should be in place across both Local Authorities and Health Boards to work together with a range of other providers and carers collaboratively to develop a clear strategy for supporting carers. The strategy should in itself provide a holistic local picture and be a source of information and advice in its own right. It should be easily accessible with an accountability placed on the local integration board to ensure its consistency and application; it should also be subject to regular review.

### **Support to Carers (other than information and advice)**

Question 11: Should we introduce a duty to support carers and young carers, linked to an eligibility framework?

✓ Yes

This would allow transparency for both carers and providers and clarity for all. It could also define the outcomes the carers should expect and the range of potential resources which may be available. It would also allow providers of support to manage the delivery of support.

Given the current financial climate and the proposed removal of the regular and substantial test; a national eligibility framework would be beneficial and ensure both transparency and consistency. It would not be possible or realistic for local authorities to support all carers. Therefore, any duty would need to be linked to an eligibility framework to ensure fair access to services. Support to carers could then be provided on a consistent basis across Scotland he country, but allow for local variation in accordance with an eligibility framework.

Question 12: Alternatively, should we retain the existing discretionary power to support carers and young carers?

✓ No

It is clear that the current arrangements are not as effective in ensuring that carers

receive the support they require. A duty makes the responsibilities and obligations of the authorities clear.

A clear national eligibility framework would provide a more consistent approach to carers across Scotland and support the portability of a carers support plan.

Question 13: Should we introduce a duty to provide short breaks?

✓ Yes

We would support the provision of short breaks however there is a significant resource implication. There is clear evidence that short breaks offer the carer the support which they value and improve the outcome for the cared for and the carer.

### Stages and Transitions

Question 14: Should we issue statutory guidance on the Carer's Support Plan which will include guidance for those undertaking the Carer's Support Plan on managing stages of caring? This would apply to adult carers only. (For young carers, practice guidance will be developed to support management of a Child's Plan through the stages of caring).

✓ Yes

Yes and it should be aligned with the guidance for the Childs Plan. Particular attention should be focused on the transition from the Childs Plan to the Carers Support Plan. Transition from Childrens Services to Adults Services should be if appropriate seamless.

Question 15: Should new carers' legislation provide for young carers to have a Carer's Support Plan if they seem likely to become an adult carer? Any agreed support recorded in the Carer's Support Plan would be put in place after the young carer becomes a (young) adult carer.

✓ Yes

This would aid the transition from child to adult services and ensure that there is a more integrated approach to planning. If the Young Carers has a Childs Plan their Wellbeing will have been assessed and this will support the development of a Carers Support Plan.

### Carer Involvement

Question 16: Should there be carer involvement in the planning, shaping and delivery of services for the people they care for and support for carers in areas outwith the scope of integration?

✓ Yes

This approach already exists in developing new services and it should continue. All

carers should have the opportunity to help shape the services for those they care for. Their individual experience is invaluable and should be considered in the planning and delivery of services.

Question 17: Should we make provision for the involvement of carers' organisations in the planning, shaping and delivery of services and support falling outwith the scope of integration?

✓ Yes

Organisations that support carers should have the opportunity to help shape the services for those they care for. Their collective experience is invaluable and should be considered in the planning and delivery of services.

Question 18: Should we establish a principle about carer and young carer involvement in care planning for service users (subject to consent) and support for themselves in areas not covered in existing legislation?

✓ Yes

All carers should have the opportunity to help shape the services for those they care for. Their individual experience is invaluable and should be considered in the planning and delivery of services.

Question 19: What are your views on making provision for young carer involvement in the planning, shaping and delivery of services for cared-for people and support for young carers?

Young Carers should have the opportunity to help shape the services for those they care for. Their individual experience is invaluable and should be considered in the planning and delivery of services.

## **Planning and Delivery**

Question 20: Should we introduce statutory provision to the effect that a local authority and each relevant Health Board must collaborate and involve relevant organisations and carers in the development of local carers strategies which must be kept under review and updated every three years?

✓ Yes

There is already substantial collaboration between the Local Authority, NHS and the Third Sector. However it would do no harm to place this in statute to support regular review and governance.

See Question 10.

Question 21: Should we introduce statutory provision to the effect that local authorities with Health Boards must take steps to ensure, in so far as is reasonably

practicable, that a sufficient range of services is available for meeting the needs for support to carers and young carers in the area?

✓ Yes

There is already substantial collaboration between the Local Authority, NHS and the Third Sector with regard to the delivery of services. However, it would do no harm to place this in statute to support regular review and governance.

In line with a joint strategy being published, it would be a practical next step to ensure a range of services was in place to ensure its implementation.

## Identification

Question 22: Should there be no legislative provision for GPs or local authorities to maintain a Carers Register in order to support the identification of carers?

✓ No

We would support the legislative requirement to maintain a Carers Register. While there is a resource implication, it would allow supports to be offered and services delivered at every stage of the carers journey.

Question 23: Should the Scottish Government ensure that good practice is widely spread amongst Health Boards about the proactive use of Registers of Carers within GP practices?

✓ Yes

A whole system approach has to be taken to ensure carers receive consistent information and a joined up approach to receiving the right support.

Yes, this would aid the development of good practice, particularly if this is evidence based and focused on improving outcomes for carers and those who are cared for.

Question 24: Should the Scottish Government ask Health Boards to monitor compliance with the core contractual elements of the GP contract?

✓ Yes

Yes - as we move forward to integration, we need to ensure each service is monitored and accountable and working towards improving public services for individuals and their carers.

## Carer and Cared-for Person(s) in Different Local Authority Areas

Question 25: What are the views of respondents on the lead local authority for undertaking the Carer's Support Plan and agreeing support to the carer where the carer lives in a different local authority area to the cared-for person(s)?

The costs of supporting a carer should be picked up by the host authority in which the cared for person resides.

Question 26: What are the views of respondents on which local authority should cover the costs of support to the carer in these circumstances?

This area needs to further exploration and clear guidance.

Question 27: Should the Scottish Government with COSLA produce guidance for local authorities?

✓ Yes

Guidance is required in this area.