

## 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

No

Comments: We are in agreement that the name should be changed. Support plan is a better description of what the process should be about and doesn't give the same negative connotations that can be associated with assessing someone's ability to care. The support plan can give a much more comprehensive tool which includes all areas of the Carers life including the opportunity to concentrate on their own health and wellbeing.

It is believed that a Carers Support Plan will enable Carers to access information and support at an earlier stage, preventing crisis and greater cost at a later stage. Support Plans should be developed in conjunction with 3<sup>rd</sup> Sector partners making them more widely available and accessible. However this should be done in partnership with the local authority and detail preventative / early intervention support rather than focussing purely on what can be provided through Social Work services.

Quotes from local consultation:

"The word 'assessment' has connotations of judgement – carers often feel that they have no entitlement to support unless they can 'prove' they deserve it."

"What is in a name – support is what we need"

"It conveys a more positive message"

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

Yes

No

Comments: This will be welcomed - this will extend the focus on prevention rather than having to react at a later date when crisis can become an issue. It is vital however that services that will be impacted on as a result of an increase in support plans being undertaken are properly resourced to cope with the balance of increased demand and the need to maintain a quality service.

Quotes from local consultation:

"Anyone who is a Carer needs access to support, whether short or long term, whether continuous or sporadic. It's hard enough to have to ask for support; a test just makes it intimidating as well."

"It would enable more Carers to access support when they are unaware of what is available to them"

“If you are a Carer your circumstances shouldn’t matter. Carers give the country a free service.”

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

No

Comments: This will be vital to support the move to the implementation of support plans so that the focus on early prevention and intervention can happen. In these cases the cared for person may not be eligible to receive services due to the eligibility framework being used. The Carer also needs to be treated as a person in their own right if we are to promote them being a key partner in the delivery of services. This will also be required when considering support to Carers who are based in a different local authority area to the person they care for.

Quotes from local consultation:

“Occasionally the care for person may live in a different local authority area, or may be refusing to accept community care, or indeed may be denying the need for it.”

“My wife has secondary progressive MS and is full time wheelchair bound and does not received any community care services (I do it!). There must be many Carers in a similar situation.”

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

No

Comments: This is again vital if low level supports are to be offered and in encouraging Carers to identify themselves. Through the integration of NHS and Council services, NHS services should also be promoting and offering the Carers Support plan

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

Yes

No

Comments: Yes – the outcome of some Carers support plans will inevitably be about supporting the Carer to leave the caring situation if this is for the best. Carers should not be made to feel that this is as a result of them failing but that they are encouraged and supported to make a fully informed decision that will deliver the best outcome for them.

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

No

Comments:

We had mixed feedback re this answer so have ticked yes and no

Not so sure that a duty is the right way to go re this question. Guidance should be issued that makes it clear around the timescales involved – a duty may create unnecessary pressure which could then create conflict from the outset. What matters is about getting the quality of the assessment right and not rushing this process in order to meet a timescale. However Carers should be kept fully informed about how long a process will take and they should be made aware of who to contact if this is taking longer than it should.

Other feedback related to the importance of having clear timescales and being kept to these.

Quotes from consultation:

“Carers often feel ‘left in the dark’ about things and marginalised by local authorities and health care professionals. Being held accountable is a way of saying ‘you matter’.”

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

Comments: This is an increasingly significant issue where families are becoming more spread out across the country. This may also be an issue where through the integration of NHS and Council where services are much more locality based and may differ from one end of the region to the other.

Quotes from local consultation:

“A portable assessment belonging to the Carer would save time and emotional distress if changing support and moving to a different location.”

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

Yes

No

Comments: NHS should also be involved in this.

## 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

No

Comments: This should be supported but not seen as the need to establish 'new services' through the local authority. Existing services funded by the local authority should be further promoted amongst both Local authority and NHS staff so that they are aware of what is available and can refer Carers on to support that is there. If this is to become a duty there will need to be guidance on how this is to be reported on to ensure consistency across the country.

Quotes from local consultation:

"Too many people do not realise what help is available as they are too busy caring"

"As long as no financial support for Carers is diminished by the cost of this service."

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

No

Comments: This question was confusing for Carers to feedback on as there wasn't much understanding around the question.

Funding for Carers services at a local level had not been developed for years prior to the introduction of the Carer Information Strategies monies. If NHS were not required to report on this there would be the risk of this money not being spent in areas that are of benefit to Carers.

## 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

No

Comments: This should only link to certain services available to Carers – an eligibility framework would probably be of benefit around the provision of short breaks but this needs to be consistent across the country. Any criteria should be co-produced with Carers and carer organisations and should reflect the many

different factors affecting Carers lives. Traditional forms of the frameworks used should not just be implemented. Factors must be built around the Carers' health, employment status, additional responsibilities outside caring and what the Carer has access to outside of the caring role. Eligibility must have a preventative aspect to it and not just linked to that which is deemed critical. Any duty to support Carers needs to be resourced sufficiently.

Quotes from local consultation:

"If you are a Carer that should make you eligible."

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

Yes

No

Comments: This would be a support to those not meeting eligibility frameworks if implemented.

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

Yes

No

Comments: Yes – see above re eligibility etc Short breaks should be thought about creatively and not just in the traditional sense. However from the experience of the implementation of the local Short Breaks Fund the traditional style holiday break and the benefits that this provides to Carers and the person they care for should not be overlooked and dismissed as simply a 'holiday'. Short breaks should be clearly defined and interpreted in a consistent manner to enable accurate reporting. Some local views came back answering 'no' to this question and concerns raised would need to be addressed (see below)

Quotes from local consultation:

"If we make it a duty, I think the situation would be abused and essential financial resources will be diluted in trying to implement a non-essential duty of care."

"Short breaks should be offered as a matter of course, as for many Carers it is the only way they can consider the rest that they need in order to maintain their own health and wellbeing."

## 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

No

Comments: The transition to adulthood around Young Adult Carers needs to be managed and included in any guidance issued

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

No

Comments:

Quotes from local consultation:

"Transition phase in any service from child to adult is always difficult as usually guided by different legislation, services etc which are not always integrated and do not provide smooth transition. If a Young Carer is going to become a Young Adult Carer a Carers support plan should be prepared and agreed well in advance before transition."

"I would like to see this happen but historically transition between child and adult services is an area much neglected and this needs to place a duty on one of the sectors to take the lead role in this or it will never be put into practise."

## 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

No

Comments: The knowledge and experience of Carers should be recognised and valued in care planning and that they (and the person they care for) are the experts in deciding what services and support is needed.

Quotes from local consultation:

"Involvement should be an integral part of all future planning and I am disappointed the question needs to be asked."

The Carer knows the person they are caring for better than anyone."

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

No

Comments: The experience of Carers organisations are crucial to the planning, shaping and delivery of services.

Quotes from local consultation:

“Carers organisations are often the only voice that Carers feel they have.”  
“Their knowledge and experience is wider than the individual Carer.”

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

No

Comments: This is important across all age groups. This is essential if Carers are to be promoted as equal partners in the delivery of care.

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?

Comments: This should be made available through appropriate mechanisms and Young Carers supported to participate should they wish.

## 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

No

Comments:

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

No

Comments: This will be a good way to offer a universal list of what should be available to Carers and where to access this. There should be a provision made that staff who come into contact with Carers through their work offer this list as a matter of course to encourage the identification of Carers.

## 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?

Yes

No

Comments: Comments received back from consultation were very mixed. Some saw the benefits of a register and others questioned what the register is used for. A name on a list doesn't mean anything and is not an outcome. A register needs a defined purpose and is not just a tool to create a list to tick a box. A register should be a means to an end not an end point.

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

No

Comments: There are some good examples now of how a register can be used proactively and to generate positive outcomes for Carers. These should be marketed to increase knowledge and share good practice.

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

Yes

No

Comments:

### **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)?

Comments: A Carer should be able to access support locally despite living in a different local authority.

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

Comments: The local authority where the Carers lives should cover the costs

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

Yes

No

Comments: Guidance produced nationally enables Carers and carer's organisations to use these as tools to ask questions where services are not responding or developing in the recommended way.