

## 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:

I support the name change from Carers Assessments to Carers Support Plan. The use of the term 'assessment' can create uncertainty with carers as to its purpose, and develop potential barriers. I believe a change of name more accurately reflects the purpose, using a more inclusive and conversational model of interaction which should help the carers manage their caring role and have a life outside caring.

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:

I support the removal of the regular and substantial test and the proposal to extend the Carer Support Plan to all carers. I believe that this will enable carers to access information and support at an earlier stage, preventing crisis and greater cost at a later stage. However, it is vital to ensure that to correspond to intend increase in take-up, local authorities and local carer and other community support services to which carers are signposted are sufficiently resourced to respond.

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:

I support separating the carers assessment from the assessment of the cared for person, so that a carer can access an assessment even if the person they care for is not in receipt of any services.

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:

I agree with this proposal – the introduction hopefully will eliminate ambiguity there at present.

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

Yes

No

Comments:

I welcome the introduction of this proposal.

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:**

I welcome an improved approach to legislate for local authorities to have a process for informing carers of the time it will take until they receive a Carers Support Plan. However, I am unsure that this will solve the current situation where carers can wait many months (indeed years) for their Carers Assessment. Whilst I recognise that there are challenges in setting maximum waiting times, not least that it may become a standard waiting time, I believe that there should be some consideration of a reasonable timescale (e.g. within 12 weeks) to ensure that carers do not reach crisis point before they receive support.

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

**Comments:**

Whilst it is a significant issue for some carers the issue is more about the portability of support services than the actual assessment

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

Yes

No

**Additional comments**

I support the option to devolve the process for undertaking Carers Support Plans to the third sector. However, there needs to be an understanding that the duty still sits with the local authority and there must be a clear process (which is also understandable to carers), including a clear timescale, for picking up on needs identified through the assessment. In terms of best practice this should include identified workers from the local authority linking with the third sector organisation.

This process if agreed must also be adequately resourced

The review process and the arrangements to monitor that services / support have started should be clearly outlined in guidance. The carer should be offered the opportunity for a yearly review, as a minimum; however they should not be obliged to take this up. Otherwise carers should be able to trigger a review at any point to take account of changed circumstances

Timescale – There should be a defined timescale, for Local Authorities to undertake an assessment and also to provide services that carers are eligible for.

**Carers Views**

*For this legislation to be fully adopted and implemented it requires additional resources and funding.*

*Carers support plan should be seen as an active process and a working document and should be encouraged.*

*I am a carer for 24 hours a day and need support.*

*We don't really want that much – some acknowledgment and a little support.*

*Important that local authorities are forced in supporting carers – they have had powers up till now but need pushing.*

## Information and Advice

Question 7: 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:

I support the proposal to place a duty on LAs to establish and maintain an information service. However I have concerns that Local Authorities may try to establish their own services, rather than resourcing existing carer support services. There needs to be a quality support framework for carer information services and carers must play a central role in deciding who provides the information service in their area, taking account of existing services – which are already working well within local communities. Furthermore it is essential that carer information and advice services are based **locally** and also take account of the needs of more isolated carers, such as those living in remote and island communities, LBGT, Traveller Communities, BME communities and harder to reach carers.

Question 8: 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:

In relation to the proposal to repeal the requirement for Health Boards to produce a Carer Information Strategy, my view is that if this duty is repealed there needs to be a continued focus from health in identifying, informing and supporting carers, including directing resources to carer support as a continuation of CIS funding. The mechanisms for directing resources to carer support need to be nationally agreed and embedded within the new integrated partnerships.

### Carers Views

*If carers centres presently exist then they should be the preferred option.  
They should strengthen the capacity / resources of the carers centres.  
There has to be different ways of gathering information – “nobody can know everything” –  
but that it is important for carers to know where to turn to in moments of crisis.  
The information I get comes from the Carers Centre.*

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

Question 9: Should we introduce a duty to support carers and young carers, linked to an eligibility framework?

Yes

No

#### **Comments:**

The eligibility criteria must:

- be co-produced by carers and must be specific to the needs of carers, rather being adapted from existing eligibility criteria for other care groups.
- be produced nationally to avoid further inconsistency in relation to the provision of services and support to carers.
- consider factors such as carer’s health, employment status, additional responsibilities outside the caring role, life outside caring etc.
- must be linked to the needs of the cared- for person, but this should not be the only criteria determining a carer’s eligibility.
- must have a preventative aspect to it.

Question 10: Alternatively, should we retain the existing discretionary power to support carers and young carers?

Yes

No

#### **Comments:**

Question 11: Should we introduce a duty to provide short breaks?

Yes

No

**Comments:**

I support the proposal to introduce a duty on local authorities to provide support to carers and to provide and promote short breaks, appropriate to the needs of carers and according to an eligibility framework. I also believe that the discretionary power to support carers who do not meet eligibility criteria should be retained. I believe that this approach will result in greater consistency in the provision of support and services to carers and will help to protect carers health and wellbeing. It should also act as a catalyst to encourage additional investment in carer support services, including short breaks, helping to address gaps in services and the current pressure on available provision.

**Carers Views**

*Short breaks are a complete boost – a chance to get away – calms you down mentally  
There should be greater flexibility – short breaks should be looped into the carers support plan.*

*Carers should be on the group that drafts the eligibility criteria and that should also recommend who else should be members of the group.*

*Our lives change dramatically and caring is a 24 hour job. Plans for shopping, outings and any personal pursuits are very difficult to plan*

**Stages and Transitions**

Question 12: 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:**

I believe that guidance should be issued on the Carer Support Plan that includes guidance on managing stages of caring. I also believe that young carers who are likely to become adult carers should have a Carer Support Plan, and that this should be carried out well in advance of the young person reaching the age of 18 so that the transition is as smooth as possible.

Question 13: 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:**

## Carer Involvement

Question 14: 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:

I support the proposal to require any services being provided for carers, including integrated and non-integrated bodies to involve carers in the planning, shaping and delivery of services. I believe it is important that carers and people who use services are involved in determining the types of support and services that should be available in their community.

Question 15: 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:

Their involvement is equally important.

Question 16: 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:

I support proposals to enhance legislation on the involvement of carers and young carers in care planning for the person they care for and in shaping the support they need to help them manage their caring role and have a life outside caring. I believe that 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.

Question 17: 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:

I believe that young carers should have an opportunity to become involved in shaping services in their community. This can be done using methods which are age appropriate, in partnership with young carer support projects, such as young carer forums and the Scottish Young Carers Festival.

### **Carers Views**

*We want meaningful involvement and desire this to be done with support for the carers.*

*I think that carers should be fully involved in any service for the person they care for and are treated as an equal partner.*

*This carers legislation will be toothless without the proper resources.*

## Planning and Delivery

Question 18: 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:

I believe that there should be statutory provision for local authorities and health boards to involve and collaborate with carers and carers' organisations in the development of a local carer's strategy every five years. These should be connected to the national carers' strategy.

I believe that young carers' strategies should also be developed. This could be a distinct part of the carers' strategy or a separate document, but the needs of young carers should be considered alongside adult carers in a local area. Not all young carers will be accessing children's services and therefore may not be covered by a Children's Services Plan.

Question 19: 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:

I believe that local authorities should ensure that there are sufficient services in their area to meet carers' needs. There should be a definitive list of universal, without charge services that are available to all carers and that form the core services provided by carers' centres and services. This would be the minimum standard for services to provide for carers.

### Carers Views

*We are the forgotten many who are saving the government millions.*

## Identification



Question 20: 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:**

GPs must have a duty to identify carers, develop and maintain a carers register. Further GPs must be required to proactively refer carers for assessment and signpost them to appropriate support services.

Question 21: 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:**

The GP register should be linked to actions to support the carer, such as a Carers Support Plan and referral to a local carer support organisation. There should be a named person within each GP practice as a carers champion to ensure support for carers. The culture to identify carers and young carers should be embedded in Health and Local Authorities to ensure increased awareness and identification of carers and young carers.

**Best practice example:**

*In Falkirk & Clackmannanshire carer support workers liaise closely with GP practices in the area to identify and support carers. For example during flu clinics the carer support worker sets up stall in the GP Practice to talk with and identify new carers. Some of the GP Practices have identified carers and signposted them to Support Groups or to the Carer with Confidence training sessions for carers. Some also have a dedicated carers notice board.*

**Carers Views**

*The GP is in an ideal position to do this task and that they should have a duty to identify carers*

Question 22: 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 23: 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:**

It may be more practical for the local authority in which the carers lives to undertake the carer's assessment and to collaborate closely with the local authority in which the cared for person lives, to make sure that the carer is involved in planning services provided to the cared for person.

Question 24: What are the views of respondents on which local authority should cover the costs of support to the carer in these circumstances?

**Comments:**

To avoid complex administrative delays, it may be simpler if the local authority who carries out the carer's assessment is the one who covers the cost of support to the carer.

Question 25: Should the Scottish Government with COSLA produce guidance for local authorities?

Yes

No

**Comments:**

**Additional Proposals**

In addition to the proposals outlined by the government, we believe that legislation could be strengthened by the addition of the following proposals:

**Hospital Discharge** – We propose a Duty on health to inform and involve carers in hospital discharge procedures. Where the care provided by an unpaid carer is included within a hospital discharge plan, they should be able to specify how much care they are willing and able to provide.

**Best practice example:**

*Falkirk and Clackmannanshire Carers Centre employ two Carer Support Workers based within their local community hospital and a Carer Support Worker based in Forth Valley Royal Hospital. They work in partnership with NHS professionals to identify hidden carers at all stages of their hospital journey, helping them to navigate their way through the system from admission to discharge. The Carer Support Workers work with carers to enable them to be equal partners in care and therefore play an active role in the discharge planning process. This ensures that the patients and their carers leave hospital with the appropriate support in place to retain as much independence as possible in their communities.*

**Emergency and Anticipatory Care Planning** – We propose that the Carers Support Plan should include a duty to incorporate anticipatory care planning.

**Best practice example:**

*The Carers Centre (Falkirk & Clackmannanshire) has developed and produced an Emergency Pack which helps carers prepare for and deal with emergency situation. A carer support worker in Alloa is working in partnership with the Anticipatory Care team based in NHS Forth Valley. This conjoined approach sees a nurse and carer support worker undertake joint home visits to families to ensure effective support and delivery of services.*