

**REPORT TO: DUNDEE CITY COUNCIL SOCIAL WORK COMMITTEE**

**REPORT ON: A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 420-2000**

## **1.0 PURPOSE OF THE REPORT**

To seek the Social Work Committee's approval to implement a Strategic Action Plan for Carers in Dundee and to approve project developments in line with the Scottish Executive's financial allocation for carers services.

## **2.0 RECOMMENDATIONS**

It is recommended that the Social Work Committee instructs the Director of Social Work to:

- implement the Strategic Action Plan for Carers in Dundee;
- approve the project developments to enhance services for carers.

## **3.0 FINANCIAL IMPLICATIONS**

The Scottish Executive has allocated Dundee City Council an additional £163,000 in 2000/01 towards implementing a strategy for carers. This amount is included within the Social Work Department's Revenue Budget which will fund the proposals contained within this report.

## **4.0 LOCAL AGENDA 21 IMPLICATIONS**

The Strategic Action Plan promotes the principles and values expressed in the Agenda 21 programme.

## **5.0 EQUAL OPPORTUNITIES IMPLICATIONS**

The Strategic Action Plan and project proposals are designed to ensure that the Government's commitments, in relation to the provision of services to carers, lead to real benefits for carers in Dundee.

## **6.0 BACKGROUND**

Under the Scottish Executive's "Programme for Government", a commitment was made to introduce a Carers' Strategy for Scotland. This was published in November 1999 and is aimed at supporting the many carers in Scotland, including young carers, who look after sick, disabled vulnerable or frail relatives or friends.

The Scottish Executive has placed supporting carers high on their agenda and to ensure that the priorities of carers were addressed, consultation was carried out with carers' organisations. These priorities were identified as:

- The promotion of new and more flexible services for carers, including respite care, at a local level.
- The introduction of national standards for such services.
- The need for monitoring the performance of health and social services in supporting carers.

- The introduction of carer's legislation to allow carers' needs to be met more directly.
- The provision of better and more targeted information for carers at a national level.
- Attention to the specific needs of young carers.

6.1 Last year the Healthy Dundee Alliance was successful in its bid for a Young Carers Social Inclusion Partnership project. This the only project of its kind in Scotland and will ensure that young carers are identified and that services are developed to meet their needs on a multi-agency basis.

## **7.0 THE STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE**

7.1 Dundee City Council, Social Work Department has a long standing successful record of working together with carer's organisations. This has developed over the years and particularly with the introduction of the Carers (Recognition and Services) Act 1995 and the establishment of the Dundee Carer's Forum.

7.2 The Community Care Joint Planning Group commissioned the Dundee Carer's Forum, working in partnership with the Social Work Department, the Health Service, Housing Department, voluntary organisations and the independent sector to draw up a local Strategic Action Plan. A copy is attached at Appendix 1.

## **8.0 SERVICE DEVELOPMENTS**

8.1 In parallel with developing the local Strategic Action Plan for Carers, the Social Work Department has also been involved in discussions with representatives of the Carer's Forum in identifying priority areas for service development. These proposals have also been subject to wide consultation with a range of carers' groups and organisations.

These proposals are:-

1. Expansion of the Home from Home scheme to include all service user groups as, at present, this service focuses on older people. This proposal is to recruit and support home respite carers thereby providing flexible and local services according to identified need (cost £6,000). To enable the expansion of the scheme, it is proposed to recruit a development worker with responsibility for working in partnership with the recently established Dundee Short Breaks Respite Forum (cost £25,000). This proposal also includes the development of short team breaks and opportunities for people with challenging behaviour and people with multiple disabilities (cost £70,000). This will ensure that services promote inclusion and build community partnerships.  
Total cost of this development £101,000
2. Changing the pattern of daycare by expanding the current service to meet the needs of people with dementia regardless of age, and their carers. This service will be developed in partnership with Alzheimers Scotland.  
Cost £25,000
3. Integrated training for carers to support them in their role by providing them with the expertise and skills necessary to commence, or continue caring responsibilities should this be their choice. This proposal includes identifying training needs, timescales, preparation and delivery of training courses.  
Cost £25,000
4. Provision of accessible information to ensure that carers have a greater awareness of their rights and knowledge of the services that are available. This information to be in suitable formats including, as necessary, for young carers.  
Cost £5,000

5. In accordance with Section 10 funding, an amount of this development grant will be used to fund voluntary organisations that provide a service to carers.  
Cost £5,000

6. Involvement and participation of carers in planning meetings and in development initiatives. This proposal includes the re-imbusement of out of pocket expenses and alternative respite care arrangements to enable carers attendance at meetings.  
Cost £2,000

Total cost of service developments £163,000

**9.0 CONSULTATION**

Consultation has taken place with the Director of Education, Director of Neighbourhood Resources and Development, Director of Housing and with a wide range of voluntary organisations that provide services for carers.

**10.0 BACKGROUND PAPERS**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing the above report.

**11.0 SIGNATURE**

Director of Social Work .....

Date .....

## A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE

AIM	OBJECTIVE	TASK	ACTION	TIMESCALE	FUNDING SOURCE*	
Recognition	identify carers	raise public and professional awareness of needs and rights of carers	sws/hs/ vs/is	Ongoing	within existing budgets	
	recognise that carers may not always wish to adopt a caring role or continue caring	ensure carers' views are taken into account during assessment process	sw/hs	Ongoing	within existing budgets	
	recognise the skills and expertise that carers have to offer in overall planning and determining individual care needs	participation:				
		involve carers as equal partners in joint planning meetings at a suitable time for carers	sw/hs/vs	Ongoing	Carers Strategy allocation (Project 6)	
		provide adequate respite care to allow carers to participate in meetings	sw/hs/vs	Ongoing	Carers Strategy allocation (Project 6)	
		provide out-of-pocket expenses for carers	sw/hs/vs	Ongoing	Carers Strategy allocation (Project 6)	
		consult with local ethnic, cultural and religious groups	sw/hs/vs	Ongoing	within existing budgets	
		consult with carers to establish specific needs	sw/hs/vs/ is	Ongoing	within existing budgets	
	agree policies which keep any charges for services to a minimum	consult with carers to establish specific needs	sw/hs/vs	Ongoing	within existing budgets	
	agree policies which informs carers of their rights	consult with carers when developing policies	sw/hs/vs	Ongoing	within existing budgets	
	develop services which are efficient and cost effective	ensure that charges are equitable to the services received	sw/hs/vs	Ongoing	within existing budgets	
	develop and implement a policy for working with carers from different ethnic, cultural and religious backgrounds	involve carers as equal partners in joint planning meetings	sw/hs/vs	Ongoing	within existing budgets	
		provide training for staff in ethnic, cultural and religious awareness	la/hs/ps	Ongoing	within existing budgets	
		ensure that carers from ethnic, cultural and religious backgrounds are represented on the Carers Forum	vs	Ongoing	within existing budgets	

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NB \* Where the funding source has been noted as "within existing budgets", the onus is on the statutory agencies to ensure that these costs are identified within their budgets

A/C 13/04/01 4

**A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE**

	hold meetings at a suitable time for carers	sw/hs/vs	Ongoing	within existing budgets
	provide adequate respite care to enable carers to participate in meetings	sw/hs/vs	Ongoing	Carers Strategy allocation (Project 6)

AIM	OBJECTIVE	TASK	ACTION	TIMESCALE	FUNDING SOURCE*	
<b>Recognition (continued)</b>	develop a policy for employees who are carers recognising their role and assessing their needs	Promote carer-friendly employment policies	Scottish Executive la/vs	April 2,000	new funding	
	develop a policy for young carers, recognising their role and assessing their needs	support for Youth Care and young carer initiatives	vs/sw/hs/education	Ongoing	Social inclusion partnership	
		multi-agency core planning for young carers to ensure education, leisure and social activities are included	children's services strategic planning group	Ongoing	within existing budgets	
	support carers in their role, physically, emotionally and financially, by providing them with the expertise and skills to carry out their caring role, and acknowledge this by accreditation	training:				
		include carers in training programmes for staff induction (Carers Act) and appropriate care management training with both social work and health staff	sw/hs/vs/iss	Ongoing	Carers Strategy allocation (Project 3)	
		training workshops for carers in practical aspects of caring including Moving & Handling	sw/hs/vs/iss	Ongoing	Carers Strategy allocation (Project 3)	
		training workshops for carers in confidence building to enable them to participate in meaningful involvement in consultation & planning	sw/hs/vs/is	Ongoing	Carers Strategy allocation (Project 3)	
	training for staff to identify young carers	sw/hs/vs/is	Ongoing	Carers Strategy allocation (Project 3)		

**Project**

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A/C 13/04/01 5

**A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE**

	training for staff in issues affecting carers coping with specific illnesses/disability	hs/sw/ vs/is	April 2000	within existing budgets
to have input into the working groups setting standards for care services at a national and local level	participate in discussions on emerging proposals for standards	sw/vs	during 2000	within existing budgets

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A/C 13/04/01 6

## A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE

AIM	OBJECTIVE	TASK	ACTION	TIMESCALE	FUNDING SOURCE*
Provision of Practical Help	provide flexible and local services according to identified need, including respite care	support the Short Break/Respite Forum	sw/hs	April 2000	Carers Strategy allocation (Projects 1 & 2)
		review existing respite care provision and develop flexible services to meet required need	sw/hs/vs/is	April 99 onwards	Carers Strategy allocation (Projects 1 & 2)
		review home support services and develop flexible services to meet required need	sw/hs/vs	April 99 onwards	Carers Strategy allocation (Projects 1 & 2)
	ensure that immediate response is given to crisis situations in the planning and development of social and health services through a single access point	incorporate crisis plans within each individual care plan	sw/hs/vs/is	Oct 99 onwards	within existing budgets
		develop links between emergency duty social work team and other health/social services/emergency services(involve carers in planning)	sw/hs/vs/is	Oct 99 onwards	within existing budgets
	ensure that service providers make practical and emotional support for carers a high priority	ensure that all service level agreements contain a commitment to the provision of essential training of all frontline staff	sw/hs/vs/is	Oct 99 onwards	within existing budgets
	continue to develop ways of providing emotional support for carers	continue support for the Carers Centre	sw/hs/vs	Ongoing	within existing budgets
	ensure suitable and appropriate housing is provided to meet needs	consult with carers and include carers in the planning of appropriate housing	hd/ha/vs	Oct 99 onwards	within existing budgets
	have a single entry point for access to services	ensure systems are in place to enable GPs to act as a 'Gateway' to other services	hs	Jan 2000	within existing budgets

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A/C 13/04/01 7

## A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE

AIM	OBJECTIVE	TASK	ACTION	TIMESCALE	FUNDING SOURCE*
<b>Assessment</b>	ensure that assessment procedures are carried out without delay, well thought out, and accessible throughout the caring role	provide adequate support, if necessary, to ensure that the carer can fully participate in this process	<b>sw/hs</b>	April 99 onwards	within existing budgets
		offer a full assessment of need once the carer is identified, and at regular intervals			
		include carers in the assessment of their housing needs			
		provide individual care plans which include carers	<b>sw/hs</b>		
		agree a protocol for the assessment of needs of young carers	<b>sw/vs</b>	April 2000	within existing budgets
	prove that services are needs led and provided according to an individual's assessment	continual monitoring/reviewing of assessment procedures	<b>sw/hs/vs/is</b>	April 99 onwards	within existing budgets
		ensure all needs are recorded, including unmet needs			
		being aware of and contributing to continuous review procedures			

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A/C 13/04/01 8



## A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE

AIM	OBJECTIVE	TASK	ACTION	TIMESCALE	FUNDING SOURCE*
<b>Co-ordinated Services</b>	ensure service providing agencies work together and communicate effectively to ensure the provision of flexible and local services according to need	ensure regular contact takes place between staff of various agencies to co-ordinate support being offered	sw/hs/vs/is	April 99 onwards	within existing budgets
	ensure hospital discharge procedures are in place and involve carers at all stages	involve carers and staff in development of hospital discharge procedure	hs/vs/sw	April 2000 onwards	within existing budgets
	ensure that the private and voluntary sectors are involved in planning, training and service development	develop skills to ensure all agencies take a common approach in the planning and development of services	sw/hs/vs/is	April 2000 onwards	Carers Strategy allocation (Projects 3 & 6)
	involve carers in service planning, training and service development	ensure that the Carers Forum participates in all planning groups	sw/hs/vs/is	April 99 onwards	Carers Strategy allocation (Projects 3 & 6)
	involve carers in service reviews, e.g. Best Value Reviews, Acute service Reviews	ensure carers are fully involved in any review process	la/hs/vs/is	Ongoing	Carers Strategy allocation (Projects 3 & 6)
	involve carers in the planning for ward/hospital closures and resettlement programmes	consult meaningfully with carers and staff at all levels	hs/sw	April 99 onwards	within existing budgets
	involve carers in the community care planning process	ensure that carers are consulted and included in all planning procedures	sw/hs/vs	April 99 onwards	within existing budgets
	continue support for the Carers Forum	continue support for the Carers Centre	sw/hs	Ongoing	within existing budgets
	ensure through joint working the best use of facilities and equipment	continue to develop joint protocols for the procurement and utilisation of equipment, aids and facilities	sw/hs	Ongoing	within existing budgets

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A/C 13/04/01 9

## A STRATEGIC ACTION PLAN FOR CARERS IN DUNDEE

AIM	OBJECTIVE	TASK	ACTION	TIMESCALE	FUNDING SOURCE*
Information	to be open and honest	raise public and professional awareness of needs and rights of carers	sw/hs/vs/is	Ongoing	within existing budgets
	ensure that all staff understand their responsibility to provide information	induction training for staff on the Carers Act	sw/hs/vs/is	Sept 99	within existing budgets
	ensure information, in appropriate format and language, is shared with carers, provide information before, during and after caring and ensure information is regularly updated; ensure carers are aware of complaints procedure	provide carers notice board for every mc/hc/sw office in the city	sw/hs/vs/is	June 2000	Carers Strategy allocation (Project 4)
		produce and distribute carers' information to be given at point of contact	sw/hs/vs	Ongoing	Carers Strategy allocation (Project 4)
		distribute leaflets to surgeries hospitals libraries, health centres and social work offices	sw/hs/vs	Ongoing	Carers Strategy allocation (Project 4)
		inform carers of complaints procedures	sw/hs	Ongoing	Carers Strategy allocation (Project 4)
		continue the support for the Carers Digest	sw/hs/vs/is	Ongoing	Carers Strategy allocation (Project 4)
		ensure that information/advice on social health care and support groups is readily available and accessible	continue the support for the Carers Centre and support to local carers organisations	sw/hs	Ongoing
	ensure that a welfare rights service is available for carers	continue the support for the Carers Centre	sw/hs/vs	Ongoing	within existing budgets and additional funding
	record information from carers in a manner which can be collated for purposes of community care planning and service development	ensure that adequate systems are in place to record relevant information, including carers assessment, respite care and unmet needs	sw/hs/vs/is	Sept 99 onward	within existing budgets
	obtain information on the level and quality of services provided to carers as outlined in the <i>Strategy for Carers in Scotland</i>	ensure systems are in place to record information on carers assessments and respite care	sw	April 2000	new funding

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A/C 13/04/01 10