

NORTH LANARKSHIRE CARERS TOGETHER

FEEDBACK REPORT FROM

CARER ENGAGEMENT AND CONSULTATION EVENT

**COMMUNITY CAPACITY BUILDING & CARER SUPPORT
PROGRAMME**

29TH JANUARY 2015, STRATHCLYDE HILTON



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Background

This report provides an overview of the recent carer engagement and stakeholder event around the carer element of the Community Capacity Building and Carer Support Programme (CCB&CSP). 78 delegates comprising carers and service providers attended and had the opportunity to hear about the 'carer support' element within each of the thematic work streams and locality activities. A round table discussion then provided an opportunity to hear directly from carers about their experiences of accessing services and as to whether these services met their needs.

The North Lanarkshire Reshaping Care for Older People (RCOP) partnership set an aspirational target that 50% of the resources allocated to the CCB&CSP would be attributed to carer support in order to:

- Enhance quality of life for carers;
- Improve access to information about care and support
- Treat carers as equal partners

The event was organised by North Lanarkshire Carers Together (NLCT) as the joint thematic lead for carer support (along with the PRT Lanarkshire Carers Centre) as part of the CCB&CSP.

Kenny Moffat, CEO of Voluntary Action North Lanarkshire (VANL) provided an overview of the CCB&CSP and how the work of the third sector provided a vital role in the overall RCOP Programme. Kenny described how thematic areas of work were identified as part of a North Lanarkshire wide mapping and how third sector providers were supported to build capacity within their services to support more older people and their carers within the community. Kenny also highlighted the work of the Locality Partnership Development Programme (LPDP) and how 6 host, third sector organisations within North Lanarkshire play a key role in supporting each consortium to respond to the local needs of older people and carers. Each local consortium is made up of representatives from health, social work, community education, carer organisations, community forums and volunteers.

Kenny described the robust governance and reporting structures that support the CCB&CSP and commended all of the partners for their commitment to joint working and the sharing of good practice in order to support older people and carers within in their own community.

Jamie Hepburn, MSP for Sport, Health Improvement and Mental Health provided an update of the importance of carers support to the Scottish Government and described a number of initiatives and funding streams that have been made available to support carers and made particular reference to the importance of the Carers' Parliament, confirming that the 3rd Carers' Parliament will be on the 6th October 2015. The Minister also spoke about the Government's commitment to links with National Carer Organisations and highlighted the recent initiative of the Carer Positive Kite Mark which encourages employers to recognise skills of carers and employees.

The Minister rounded up his overview by informing delegates that the Scottish Government's response to the consultation around the new Carers' Legislation Bill will be published soon and advised that NLCT's comments had been most useful. With regards to the shift in demographics the Minister acknowledged that there will be more pressure on carers and that there is a need to support infrastructures that support carers advising that we should not expect people to fit into historical structures.

Sean Harkin, - Carer Development Officer (RCOP), with North Lanarkshire Carers Together provided an overview of the carer approach within the CCB&CSP and described how the 'carer support' thematic strand is an enabling strand which provides support and guidance to thematic leads and local consortiums. This role has included the implementation of Equal Partners in Care (EPiC) core principles in working with carers as developed with NES and SSSC. Our proposal of aligning the EPiC core principles to our work plan within the CCB&CSP was successful in securing demonstrator site status and to this regard an independent evaluation of the EPiC work is currently underway with Blake Stevenson and a full report should be available in the coming months.

Sean described how EPiC was used to support thematic leads to consider their carer support activity within their work plans and also to provide workforce training to staff and volunteers, examples of this included his involvement in the action learning sets and personal outcome events and as part of staff and volunteer training days. As a result of this work Sean advised that he is now part of the EPiC National Steering Group and the local working group that includes North Lanarkshire Council and NHS Lanarkshire to consider the development of EPiC e-learning for staff.

Sean gave an overview of his wide ranging strategic involvement which has been crucial in terms of ensuring that carers are considered as equal partners in care, this involvement is evident in all areas of RCOP ensuring information is shared and discussed at the North Lanarkshire Carers Strategy Implementation Group.

The following thematic leads then gave a short 5 minute presentation around their individual work programmes focusing on the development of carer supports:

Thematic Programme	Thematic Lead	Presented By
Digital Inclusion	CL&D	Peter McNally
Home Visiting & Befriending	NLC	Jill O'Boyle
Innovation	Voice of Experience Forum	Mark Slorance
Advocacy	Equals Advocacy	Brenda Vincent
Palliative Care	St Andrew's Hospice	Anne Marie Toland
Food, Health & Wellbeing	Lanarkshire Food & Health Partnership	Ian Shankland
Dementia Support	Alzheimer Scotland	Arlene Crocket
Volunteer Development	VANL	Jacqui Mellville
Community Transport	GBT Shotts	Paul Bridges
Activity	NL Leisure	Apologies submitted

5 of the above thematic leads spoke about the EPiC core principles of working with carers and how this has helped them to engage with and develop services for carers as well as assisting with reporting on outcomes for carers. Some examples of carer services include:

- Recognising ex-carers as assets and supporting them as volunteers in a number of services i.e. digital inclusion, volunteer development, dementia support.
- Referring carers on for direct support to PRTLCC, NLCT or the Carers Liaison & Support Project (CLASP).
- Recognising the specific needs of carer i.e. as part of hospital discharge.
- Specific advocacy support for carers.
- Bespoke services for carers delivering palliative care, recognising the high levels of care being provided.

- Ensuring that carers are aware of benefits of local food co-ops, lunch clubs and supporting those carers experiencing food poverty.
- Dementia Services developing a range of carer support including training - working with PRTLCC in terms of supporting BME & faith group minority carers.
- Establishing carers groups and seeking support from NLCT and PRTLCC

The above are only a few examples given by thematic leads however it is important to note that almost all spoke of the challenges of 50% of their work being around carer support. Whilst they acknowledged this was challenging at the start of their work programmes, many stated that as a result of links with NLCT and PRTLCC the carer element of their work is progressing and is now seen more as an opportunity and integral part of their service.

The following Host Organisations then gave a short 5 minute presentation around their carer work programmes:

Local Area	Host Organisation	Presented By
Motherwell	North Lanarkshire Carers Together	Frances McKay
Airdrie	Voice of Experience Forum	Karen Herd
Bellshill	Orbiston Neighbourhood Centre	Robert Piper
Coatbridge	Glenboig Neighbourhood House	Claire Delahay
Wishaw, Shotts & Murdiston	GBT Shotts	Paul Bridges
Cumbernauld & Northern Corridor	CASE	Apologies submitted

Host organisations who make up the LPDP spoke about their work and the work of the local consortium. Each consortium has had access to £45k over a 3 year period to work in partnership with local groups and services to build capacity to meet the needs of older people and each presenter gave examples of their work with carers. Some examples of carer services include:

- Carer specific events including slipper amnesty, carer rights and information and signposting events involving social elements.

- Short Break opportunities i.e. Caravan Project with links to community transport to break down barriers to access.
- Short Break Info events linking carers to other services
- Podiatry service for carers in partnership with PRTLCC
- Telephone befriending where carers both benefit from and assist with delivery of service.
- Men's carer groups, recognising the specific needs of male carers.
- Inclusive activities that enable carers to enjoy an activity with their loved one.
- Carer groups offering learning opportunities i.e. Digital Inclusion in partnership with CL&D, Cooking and Healthy Eating in partnership with Lanarkshire Food & Health Partnership.
- Time out for Carers Project
- Community Transport service to assist carers access local services
- Host organisations spoke of the benefits of a carer support worker/carer organisation being part of the consortium

As with thematic leads, the LPDP spoke about the challenges of ensuring that carers and carer supports were considered when local services were being developed. All agreed that the role of thematic leads along with NLCT and PRTLCC were key in developing their services, and considering the needs of carers. It was also evident that thematic leads and local consortiums recognised the crucial role played by the joint thematic 'carer support' leads and the specific services they provide in relation to direct support for carers which include:

PRTLCC

- Carer training
- Access to short breaks
- Carer Support Worker
- Carers Journey
- Carer relaxation therapies and podiatry clinics
- Carer support groups
- Carer Registration Card and associated benefits
- Carer information and signposting

NLCT

- Linking Carers & Professionals in design of services
- Providing varied opportunities for carer consultations
- Strategic representation both locally and nationally
- Providing a voice for carers
- Carer Information and Signposting
- Locality host organisation for LPDP

Presentations were followed by an energetic round table discussion session which gave carers, thematic leads, and host organisations the opportunity to discuss and share experiences, consider what was working, what was not and how we move forward. Facilitators were asked to feedback 3 key points. These were as follows:

Table 1

- Carers spoke of accessing numerous services but felt that there needed to be more promotion of a 1 stop shop to provide local information.
- Carers were not aware of the number of service developments and would benefit from a follow up event and regular communications about carer services.
- There is a particular difficulty in identifying older carers and they may not identify with the term carer. ‘Do you help to look after a loved one?’ was suggested as a better approach.

Table 2

- Carers and staff felt that there was not enough info in libraries, community centres, social work departments and GP practices.
- Carers were pleased about the level of partnership working and felt that this should continue – carers really seemed to be a focus of this work.
- Carer support organisations such as PRTLCC and NLCT key in terms of the provision of ‘direct’ support.

Table 3

- Carers spoke of accessing local services which were of real benefit.
- Carers felt that jargon was off putting to carers however acknowledged that it was improving.

- Carers felt that they had skills and knowledge that were not being utilised and felt that they had something to offer this programme.

Table 4

- Transport a significant barrier – no point in services running where transport doesn't go.
- Programmes did not do enough for carers – still a sense that they are an 'add on'.
- Regular updates in local press around services being developed would be of use. Locator was acknowledged as being a useful resource however carers stated they would like info via radio and local press.

Table 5 (Short Breaks)

- The new Short Breaks Information Service for Carers provides free information for older carers and can assist in a range of ways to support older carers to have a short break.
- Monthly newsletter being developed and website is currently under construction.
- Service will be developing links with a range of partners in line with the Short Breaks Strategy for Carers and the North Lanarkshire Strategy for Carers.

Table 6

- Carers spoke of accessing numerous services and local events and expressed positive experiences
- Lack of information on services described and inconsistencies in localities. GP practices seen as a key hub for older carers. Social Work staff not promoting local 3rd sector services.
- Not sure if we are identifying the 'hardest to reach' carers. Carers need to be supported more as part of discharge planning.

Table 7

- Carers spoke about the benefit of face to face interaction with the organisations and services they access
- Carers concerned about the sustainability of services and resources not being guaranteed.

- Need to have more information sharing events/routes. GP practices should be signposting older people and their carers to local services – simple notice board would help.

Delegates were advised at the start of conference that FMR Research were undertaking an Independent Evaluation of the carer approach to the CCB&CSP and that Nikki Bell from FMR Research was present today. Carers were asked to leave their details on their evaluation form if they were interested in being involved in a further focus group in order to obtain a more detailed understanding of their experiences of services developed for carers as part of this programme. Nikki will also be in touch with thematic leads and the LPDP for further input into the evaluation.

Feedback from Delegate Evaluations include:

- Excellent opportunity to hear the views of carers and current barriers to accessing services.
- Excellent event – good time out for reflection
- Good to hear real life experiences of carers, both positive and negative.
- This event has helped me understand some of the carer work that is taking place.
- Hopefully funding for this work will continue
- Event would be improved if there was more time spent on discussions and less time on presentations.
- Unsure if carers want facts and figures – this can make you feel like a statistic – carers want the personal connection.
- I am lucky to live in a society that is so caring.
- Social work and primary care need to link with these services.

Recommendations

- Points raised at discussion groups are taken forward for consideration at the Community Capacity Building Sub Group and Carer Strategy Implementation Group.
- Report tabled at the Older People's Partnership Board for information

- Report shared with FMR Research
- Report shared with Thematic Leads and LPDP Host organisations.
- Report shared with Jamie Hepburn MSP as a prelude to Independent Evaluation.



78 Delegates attended the Carer Engagement and Stakeholder Event around the Community Capacity Building and Carer Support Programme.

*“It is also important to note that older people have a critical role to play in keeping other older people out of the formal care system and living independently at home: they actually provide far more care than they receive. It is estimated that just over 3,000 people over 65 years **receive** more than 20 hours of paid care per week while over 40,000 people over 65 years **provide** more than 20 hours unpaid care per week. Helping to support, sustain and grow this capacity, as well as that of friends and neighbours, is essential if we are to achieve better outcomes for more older people during a period of financial constraint.”*

Scottish Government, retrieved from <http://www.scotland.gov.uk/resource/0039/0039/00398295.pfd>