



**NORTH LANARKSHIRE CARERS TOGETHER
CARER CONFERENCE 2016 REPORT
*'BEING PREPARED FOR CARING'***

At Strathclyde Hilton Hotel

Monday, 7th November 2016



Overview

Over 150 carers and 40 professionals attended our Annual Conference in November 2016. The theme for the day was 'Being prepared for Caring' and gave delegates the opportunity to hear from a range of presenters around Emergency Planning, Anticipatory Care Planning, the benefits of Assisted Technology in caring and the new Making Life Easier (MLE) online resource which can offer a range of tools to support people with care needs and their carers.

The interactive OptionFinder voting system was used throughout the event to gauge audience responses and ensure that everyone had an opportunity to participate and take part in the consultation. This information also helps us, as an organisation, to plan our forthcoming work activities and ensure that unpaid carers get the right information at the right time and in a format that suits.

Emergency Planning

Gillian Reid of **Enable Scotland** introduced the Emergency Planning Toolkit which they have developed in partnership with the Scottish Government and unpaid carers. Gillian explained that the Emergency Plan is a written document which sets out practical arrangements for short term, unplanned events when a carer is unable to fulfil their caring role. Gillian gave some case study examples and described how having the Emergency Plan in place prevented an emergency becoming a crisis.

At the start of Gillian's presentation carers were asked if they had an Emergency Plan in place. **43** carers said that they did have a plan in place with **76** saying they did not. At the end of the presentation carers were asked if they would think more about putting an Emergency Plan in place and **102** people stated yes. When asked what would prevent carers putting an Emergency Plan in place **75** people said that they didn't know enough about it or who to talk to or needed more information. Carers were then asked how they would like us to provide information to our carer and professional members regarding the Emergency Planning Toolkit and the largest responses included:

- meeting with a carer information worker
- distributed at local events
- through our 'Working for You' Newsletter.

All delegates were provided with a copy of the toolkit and the Emergency Planning template. Since our conference in November we have issued over **1000** Emergency Planning packs to carers with positive feedback on both the process and the peace of mind for carers and their families knowing that they now have an emergency plan in place.

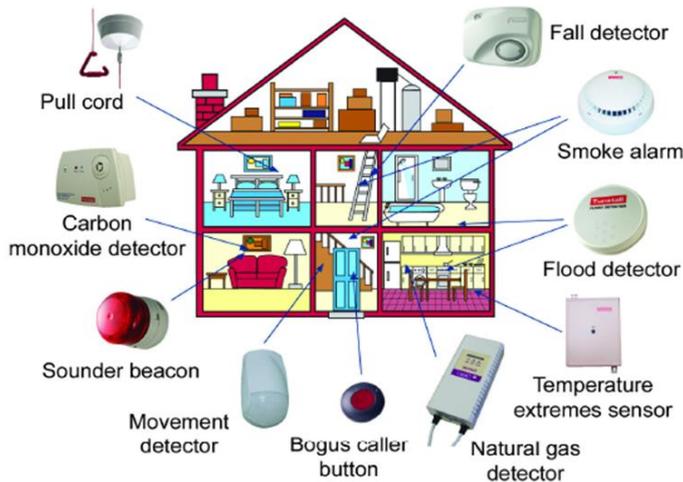
Using Technology in Caring

Patricia Clark of **Carers Scotland** provided information on the many ways that technology can assist with caring including:

- Access to caring related information
- Carer Isolation

- Working families caring for elderly relative
- Managing Information on medication and treatment with different teams of professionals

Some examples of assistive technology are included in the picture below.



Frances McKay of **North Lanarkshire Carers Together** gave a personal account of how technology has alleviated stress and enabled Frances to continue in employment whilst caring for her mum.

At the start of Patricia's presentation we asked carers how informed they felt they were about the ways that technology could support them. **46** stated that they were informed/very informed with **72** stating that they were somewhat informed/not informed. At the end of the presentation **93** carers stated that they had a better understanding of assistive technology with **73** stating that they would now consider using technology to help in their caring role.

Carers were given local contact numbers and website details for further information and were informed that staff at North Lanarkshire Carers Together can provide information to anyone interested in considering ways in which technology can support their caring role.

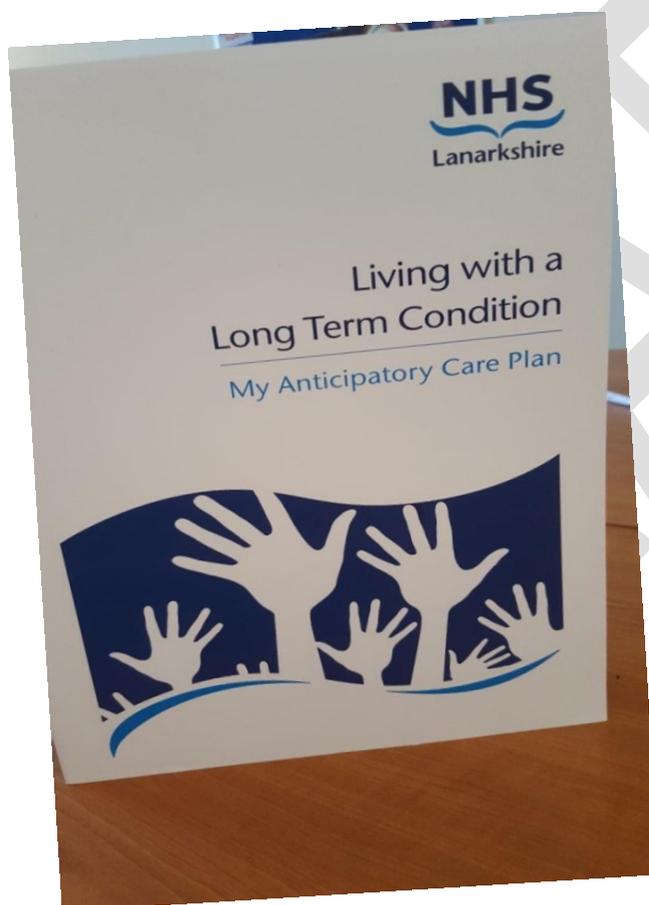
Anticipatory Care Planning (ACP)

Marc Howard of **North Lanarkshire Carers Together** is a member of the ACP Steering Group and has a wealth of experience in supporting people through the ACP process. Marc spoke about the benefits of having an ACP in place both for the carer and for the cared for person explaining that an ACP can help someone set out their wishes for the future with regards to their care and support needs, for example; end of life care, making a will, Power of Attorney and shared decision making.

Agnes Hadden, Carer and Director of **North Lanarkshire Carers Together** then gave a personal account of her experience of the ACP process explaining that it helped her family have sensitive discussions about care and support for the future and encouraged others to think about it, if they felt it appropriate.

At the start of the ACP presentation **59** carers stated that they had knowledge of ACP's with **54** having little or no knowledge. Only **15** carers had an ACP in place for themselves or the person they care for. However, after the presentation **106** stated that they would think about putting an ACP in place, with **93** people stating that they would need some support and would prefer to meet with a worker to do this.

All delegates were given information on ACP's and their own planning document within their delegate pack and since our conference we have distributed over 100 ACP documents to carers within the community and as part of our work in GP Practices in North Lanarkshire.



Making Life Easier

Claire Farren, Senior Officer Social Work Services offered delegates a wide range of information on the new Making Life Easier (MLE) website and explained how it is a new on-line resource that can:

- Provide advice/hints and tips
- Signpost to local services & supports
- Book clinics
- Access VANL Locator Tool
- Provide information to understand what's happening to someone's body or health
- Help with assessments and developing your own plan

Claire spoke about the specific work being undertaken around the carers section of MLE and thanked North Lanarkshire Carers Together for their inputs. Part of the presentation was a demonstration around the different screens and how to navigate through each of the sections.

At the start of Claire's presentation carers were asked if they had heard of MLE with **36** stating yes and **84** stating no. After the presentation **95** delegates said that they would consider accessing the MLE website with **75** stating that the carers section would be a useful resource to them, however, 37 felt that their lack of digital skills and knowledge of MLE would be a barrier to access.

All delegates were given information on how to access the MLE website and North Lanarkshire Carers Together, along with Health and Social Care North Lanarkshire and other partners, will be promoting the benefits of MLE and supporting carers to access the site through roadshow events, digital inclusion workshops and one to one conversations.

www.makinglifeasier.org.uk



There are only four kinds of people in the world:
those who have been caregivers,
those who currently are caregivers,
those who will be caregivers,
and those who will need caregivers.

ROSALYN CARTER

Feedback from Evaluations

99 Evaluations were completed and returned

| | Excellent | Good | Average | Poor | Left Box Empty |
|---|-----------|------|---------|------|----------------|
| Suitability of Venue | 72 | 21 | 4 | | 2 |
| Format of Event | 74 | 22 | 2 | | 1 |
| Speakers | | | | | |
| Gillian Reid, (Enable) | 72 | 23 | 4 | | |
| Patricia Clark (Carers Scotland) | 65 | 28 | 5 | | 1 |
| M Howard & A Hadden (NLCT) | 67 | 28 | 3 | | 1 |
| Claire Farren (NLC) | 65 | 30 | 2 | | 2 |

North Lanarkshire Carers Together pledges to improve the lives of carers within North Lanarkshire by actively linking carers and professionals in meaningful working relationships. We work in equal partnership with Health & Social Care North Lanarkshire and the third and independent sectors to influence policy development and service provision, which affect both carers and the people they care for.

We provide a wide range of services to ensure carers are informed of their rights and of local supports and services that can assist them and the people they care for. We are the voice for carers in North Lanarkshire, ensuring that that voice is heard locally AND nationally. Anyone wishing more information on the work of North Lanarkshire Carers Together can visit our website www.carerstogether.org or contact the office on 01698 404055.

For and on behalf of
North Lanarkshire Carers Together