

# **North Lanarkshire Strategy for Adult Carers and Young Carers**

**2019-2024**

## Support for North Lanarkshire Adult Carers and Young Carers

### *'At a glance'*

#### Who is a Carer?

The Carers (Scotland) Act 2016 defines a carer as **an individual who provides or intends to provide care for another individual** (the cared-for person). A young carer is a carer who is under 18 years old, or is 18 years and still a pupil at a school. An adult carer is a carer who is at least 18 years old but is not a young carer.

To be recognised as an Adult Carer or Young Carer:

- You can be any age, gender, culture, race or religion, can become a carer at any time and might care for more than one person
- You might be providing care to a parent, child, sibling, other relative, partner, friend or neighbour
- The person you care for might have a long term physical condition, learning disability, mental illness, frailty or substance misuse
- You do not need to live at the same address as the person you care for
- You do not need to be claiming Carers Allowance.
- You can provide care for someone for any amount of hours
- You can be in employment or studying and still be a carer.
- The person you care for does not need to be in receipt of a social care package.

#### What help and support is available?

Health and Social Care North Lanarkshire has commissioned three local carer organisations to deliver a range of services for unpaid carers of all ages in North Lanarkshire.

#### **Direct support – contact Lanarkshire Carers Centre**

**Tel: 01236 755550**

**Email:** [info@lanarkshirecarerscentre.org.uk](mailto:info@lanarkshirecarerscentre.org.uk)

**Website:** [www.lanarkshirecarerscentre.org.uk](http://www.lanarkshirecarerscentre.org.uk)

- supports including telephone, website, 1:1 and/or peer support
- completion of an Adult Carer Support Plan using an outcomes approach
- information on a range of short breaks for Adult Carers
- training opportunities to support and enhance the Adult Carer role

#### **Young Carers support services – contact North Lanarkshire Young Carers**

**Tel: 01698 258801**

**Email:** [nlyoungcarers@actionforchildren.org.uk](mailto:nlyoungcarers@actionforchildren.org.uk)

**Website:** [www.northlanarkshireyoungcarers.org](http://www.northlanarkshireyoungcarers.org)

- supports including telephone, website, 1:1 and/or peer support
- completion of a Young Carer Statement using an outcomes approach
- signposting and support to access other appropriate services and resources
- a short break service to develop and promote a resource directory for Young Carers

#### **Information, representation and campaigning – contact North Lanarkshire Carers Together**

**Tel: 01698 404055**

**Email:** [enquiries@carerstogether.org](mailto:enquiries@carerstogether.org)

**Website:** [www.carerstogether.org](http://www.carerstogether.org)

- information on Adult Carers' rights including income maximisation, education and training, advocacy, health and wellbeing, GP and other community health settings, bereavement support and emergency and future planning
- representation at a local and national level of Adult Carers views and raising awareness of local and national Adult Carer issues
- training and support for Adult Carers to become involved in relevant planning and consultation groups
- Adult Carer involvement in local voluntary and statutory forums

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## **1. Foreword**

I am delighted to present the North Lanarkshire Strategy for Adult Carers and Young Carers 2019-2024.

In North Lanarkshire, we recognise adult carers and young carers as equal partners in the provision of care for family members, friends and neighbours. This significant contribution is invaluable in supporting health and social care services.

The implementation of the Carers (Scotland) Act 2016 on 1 April 2018, introduced new duties on Health and Social Care Partnerships, Health Boards and Local Authorities to support the physical and emotional wellbeing of all carers and to deliver positive outcomes.

Since the implementation of the Act, we have agreed a range of processes to enable carers to achieve these outcomes and continue to have a life alongside caring, if they so wish. These include the introduction of Adult Carers Support Plans, Young Carers Statements, local eligibility criteria and a Short Breaks Services Statement.

We have made a long term commitment and investment to supporting carers by awarding a contract to three local carer organisations to provide direct support for Adult Carers, a Young Carers Service and an Adult Carers campaigning, information and representation service. These contracts are for an initial period of four years with an option to extend for a further three years.

We want to build on the strong partnership work that already exists in North Lanarkshire and to ensure that Adult Carers and Young Carers are fully informed, engaged, empowered and supported in their caring role.

We will continue to work with all key stakeholders to ensure continued progress is being made against the actions laid out in strategy.

Finally, I would like to thank everyone who contributed to the development of the strategy, particularly the carers who participated in the consultations and other partners.

**Ross McGuffie**

Chief Officer, Health and Social Care North Lanarkshire

## **2. Introduction**

Since the publication of our previous strategy covering the period 2013-2018 a lot has happened in the world of adult carers and young carers in North Lanarkshire.

In the previous strategy we focussed on four key priorities - to identify, engage, inform and support carers. Within the period of that strategy, we developed strong partnerships across the statutory and voluntary sector in North Lanarkshire to progress these themes:

- We addressed the low uptake of carers' assessments in North Lanarkshire by rolling out the Carers' Journey engagement process.
- We developed a North Lanarkshire Short Break Carers Information Service (SBCIS) to support carers to access short break opportunities.
- We rolled out the Equal Partners in Care (EPiC) programme to support workers with a role in identifying and supporting adult carers and young carers.
- We issued over 4,000 "Someone Depends on My Care" carer emergency cards each year to carers across North Lanarkshire
- We completed a Carers' Health Survey that involved over 12,000 carers
- We delivered a range of awareness raising sessions on young carers to staff in high schools, colleges, hospitals and other venues.
- We distributed around 17,000 Carer Information Packs per annum

The purpose of this new strategy is to set out how we will respond to new duties under the Carers (Scotland) Act 2016 and how we will support unpaid adult carers and young carers in North Lanarkshire over the next five years.

### **Our Vision**

To ensure, in partnership, that North Lanarkshire adult carers and young carers are supported, represented and enabled to build resilience, carry out their caring role and to live healthy, independent and fulfilled lives.

### **Our Values**

We will:

- Value carers and recognise them as equal partners in care
- Ensure young carers are enabled to be children and young people first and foremost with access to the same opportunities as their non-caring peers and that they are relieved of any inappropriate caring roles to allow them to have a quality of life.
- Ensure services for carers are 'what we say they are'
- Ensure carers rights are embedded in the strategy and its delivery
- Conduct our business in a spirit of partnership with honesty, openness, transparency, respect and challenge, where required
- Have a shared purpose which includes consideration of legislation and resourcing
- Recognise our rights and responsibilities as individuals and as a group
- Recognise and support difference and unique offerings from all contributors.

### **3. Background**

#### **Why do we need a carers' strategy?**

The Carers (Scotland) Act 2016 requires each local authority and relevant health board to prepare a local carers strategy

#### **What is a carers' strategy?**

It is a joint statement from North Lanarkshire Health and Social Care Partnership, North Lanarkshire Council, NHS Lanarkshire and our partner organisations.

It sets out how we will promote carers' health and well-being and support adult carers and young carers to continue caring whilst having a life of their own.

It also demonstrates how we will build on work that has been done through previous strategies and how strong partnership working in North Lanarkshire will support carers.

#### **What will the strategy achieve?**

The strategy will:

- achieve effective ongoing implementation of the Carers Act and ensure legislation is enacted
- apply an inclusive approach that represents Young Carers, Parent Carers and Adult Carers
- reflect and recognise the range and depth of support available to carers
- link and mesh with other strategies and the wider planning frameworks
- promote services that work in a meaningful way in full partnership
- set out how we will develop low level wider supports
- ensure Equal Partners in Care (EPiC) principles are rolled out and applied
- monitor impact
- review progress and approach
- report through appropriate governance structures
- ensure true partnership working
- promote anticipatory thinking and planning
- ensure sustainability
- be realistic

#### **Who is it for?**

The strategy is for carers of all ages who reside in North Lanarkshire or who care for someone who resides in North Lanarkshire, as well as anyone involved in supporting carers.

#### **Who helped develop the strategy?**

Representation from:

- Health and Social Care North Lanarkshire
- NHS Lanarkshire
- North Lanarkshire Council
- Adult and young carers in North Lanarkshire
- Lanarkshire Carers Centre
- North Lanarkshire Carers Together
- North Lanarkshire Young Carers Service
- Voluntary Action North Lanarkshire

## **What other legislation or plans does it link with?**

This strategy links to a number of policies and strategies that affect carers. Some of the more significant ones are:

The Carers (Scotland) Act 2016:

<https://www2.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/Implementation/Carers-scotland-act-2016>

The Self-Directed Support (Scotland) Act 2013:

<https://www.gov.scot/publications/guide-self-directed-support-scotland-act-2013/>

GIRFEC:

<https://www2.gov.scot/gettingitright>

The Mental Health Strategy:

<https://www2.gov.scot/Topics/Health/Services/Mental-Health/Strategy>

The Equality Act 2010:

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

North Lanarkshire Joint Strategic Commissioning Plan:

<https://www.northlanarkshire.gov.uk/CHttpHandler.ashx?id=12704&p=0>

North Lanarkshire Children's Services Plan:

<https://www.northlanarkshire.gov.uk/CHttpHandler.ashx?id=22237&p=0>

The Education (Additional Support for Learning) (Scotland) Act 2009:

<https://www.gov.scot/ASL/>

Public Bodies (Joint Working) (Scotland) Act 2014:

<https://www.legislation.gov.uk/asp/2014/9/contents>

National Health & Social Care Standards: My Support, My Life:

<https://www.gov.scot/publications/health-social-care-standards-support-life/>

The Plan for North Lanarkshire:

<https://www.northlanarkshire.gov.uk/CHttpHandler.ashx?id=22960&p=0>



#### **4. The Carers (Scotland) Act 2016**

The Carers (Scotland) Act 2016 commenced on 1 April 2018.

The key aspects of the Act for Local Authorities, NHS and Health and Social Care Partnerships are:

- To prepare an Adult Carer Support Plan (ACSP) or Young Carer Statement (YCS) for any carer/young carer who requests one, and to offer one to anyone who appears to be a carer.
- To provide support to carers based on need which meets our eligibility criteria
- To help carers put arrangements in place for the provision of care to the cared-for person in emergencies.
- To establish and maintain an information and advice service for carers.
- To consider whether any support should include or take the form of a break from caring.
- To produce a Short Break Services Statement
- To involve carers in the planning of discharge from hospital of the cared-for person
- To adhere to timescales for the preparation of ACSPs/YCSs for carers of people who are terminally ill
- To prepare a local carers strategy

This strategy sets out how we will respond to these new requirements of the Act and how we will continue to support carers through a range of services and supports.

##### **Adult Carers Support Plan (ACSP)**

We will offer an ACSP to any adult we identify as a carer or any adult who requests one.

The ACSP provides a framework for identification of adult carers' individual needs and any supports required to help achieve personal outcomes. 'In North Lanarkshire, Lanarkshire Carers Centre has been commissioned to provide ACSPs. They will acknowledge online referrals the same day or next working day. They will attempt contact within 5 working days of all referrals to commence the ACSP process.' Referrals can be made in person or on someone's behalf and can be taken online, drop in, or by phone. Telephone messages will receive next working day call back attempt or progress.

##### **Young Carers Statement (YCS)**

We will offer a YCS to all identified young carers and prepare a YCS for those that take up this offer, as well as for any young carer who requests one. In North Lanarkshire, Action for Children Young Carers Service has been commissioned to complete YCSs. They will attempt to complete YCSs within a maximum of four weeks.

##### **Eligibility Criteria**

We have prepared our eligibility criteria for carers using guidance issued by the Scottish Government. This is based on the impact that caring has on the following aspects of the carer's life:

- Health and wellbeing
- Relationships
- Living environment
- Employment and training

- Finances
- Life balance

In North Lanarkshire eligibility is based on assessment and the identified level of need.

### **Waiving of charges**

Support and/or services to meet eligible needs identified as part of the assessment process will not be charged for.

For more information please refer to our eligibility criteria: [Eligibility criteria](#)

### **Hospital Discharge**

NHS Lanarkshire has made a commitment to involve carers in the discharge planning of the person they care for.

Work is ongoing in partnership with local carer organisations to provide an information service and direct support for carers throughout this process.

**This strategy will be updated annually to reflect changes and developments in eligibility criteria, waiving of charges and involvement of carers in the discharge process.**

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## 5. What we know about carers in North Lanarkshire

According to the last national census in 2011 there are over 34,000 people in North Lanarkshire who provide care for another person. This equates to just over 10% of the population.

- 20,436 (59%) of carers are female and 13,957 male (41%)
- 82% of carers are aged 35 or over
- 5,946 (17%) of carers are over 65 years
- 10,500 (30%) of carers provide care for more than 50 hours each week.
- 2,817 (8%) of carers are under 24 years
- 667 young carers are aged between 0-15 years
- 106 young carers aged 0-15 care for more than 35 hours every week
- 502 people from a Black and Minority ethnic group describe themselves as carers, this is 7% of the BME population in North Lanarkshire.
- 2,896 (8%) of carers describe themselves as having very bad health
- 56% of carers are employed or self employed
- 22% of carers are retired

### Scottish Health Survey

The Scottish Health Survey 2013-2014 involved 4,894 adults and 1,839 children across Scotland. A section of this survey focussed on unpaid care in Scotland:

- In 2013, 16% of adults aged 16 and over were regular providers of unpaid care to a family member, friend or someone else.
- Women were more likely than men to provide unpaid care (19% and 13%, respectively), with the gap between men and women most notable for the 35 to 64 age group.
- Children aged 4-15 were less likely than adults to be unpaid carers, with 4% reporting providing unpaid care in 2013.
- Caring levels were similar for boys and girls (3% and 4%, respectively), however, children aged 12-15 were much more likely to be carers than those aged 4-11 (8% and 2%, respectively).
- In 2012/2013, 30% of adult carers provided up to 4 hours of care per week, 36% provided 5-19 hours, while 28% cared for 20 hours or more each week (including 15% who cared for 50 hours or more).
- The duration of unpaid care provided increased with carers' age.

**The Carers Health Needs report** commissioned by North Lanarkshire Carers Together in 2017 highlights the widespread, complex and inter-related issues facing carers in North Lanarkshire. The report demonstrates the significant short and longer term effect on the health and wellbeing of carers, their quality of life, their relationships, their career and their finances. More information is available on the North Lanarkshire Carers Together website: <http://www.carerstogether.org/>

## 6. Consulting and involving carers and carer organisations

In North Lanarkshire carers are equal partners in care and their views are important.

We use a range of methods to consult with carers to involve them in preparing the new strategy. These include:

- Local carer specific organisations working in partnership with statutory agencies and other key organisations
- Having a carer representative on the Integration Joint Board
- Involving carers in working groups to implement key duties of the Carers (Scotland) Act 2016
- Having carer representation on the Carers Strategy Implementation Group
- Consulting with carers and key stakeholders on existing supports for carers in North Lanarkshire and exploring how best to meet the needs of carers in the future.
- Sharing a draft version of the strategy with carers and taking on board their comments and suggestions.
- Having carer representatives on Locality Planning Groups for health and social work services.
- Asking carers via a questionnaire as to what is important to include in the new strategy. We asked:
  - Do you think it is important to have a Carers Strategy (or plan)?
  - Why do you think we need one?
  - What information do you think should be in the Carers Strategy?
  - Who do you think the strategy should be for?
  - What is important to you as a carer?

Here are some of the responses:

“Partnerships are key”

“I need a service that I can rely on”

“Information shouldn’t just be for adult carers”

“If there is no strategy, how will we know to stay on track to know how to help carers?”

“Include me in decisions”

“We need a Carers Strategy which informs Carers of the supports that they are entitled to.”

“There should be information on benefits and how to claim them.”

“The strategy should be for anyone and everyone involved in care: carers, cared for, professionals, teachers, GPs, voluntary organisations etc.”

“It’s important to have someone to talk to / be treated like a normal teenager.”

## 7. Resources, Services and supports for carers in North Lanarkshire

In North Lanarkshire there is a wide network of resources providing information, services and supports for carers. These resources range from low level approaches to reduce the impact of caring on carers' health and wellbeing through to formal statutory supports such as Self Directed Support and Carers' budgets.

Many of the resources are delivered through services commissioned by Health and Social Care North Lanarkshire for carer organisations to deliver a range of support services for unpaid adult carers and unpaid young carers caring for people who reside in North Lanarkshire. This contract reinforces the commitment of Health and Social Care North Lanarkshire and is supported by associated funding. The value of this contract from 2019 – 2026 is just over £9 million.

The contract has three complementary elements:

- Direct support for Adult Carers
- Young Carers support services
- Adult Carers campaigning, information and representation services

### Direct support for adult carers

Lanarkshire Carers Centre - <https://lanarkshirecarerscentre.org.uk/>



Has been commissioned to work in partnership with Health and Social Care North Lanarkshire and other key organisations to:

- Provide a range of supports including telephone, website, 1:1 and/or peer support
- Provide support that reflects Adult Carers' own strengths, fluctuating needs and personal preferences
- Complete and review Adult Carer Support Plans using an outcomes approach that reflects local eligibility criteria and provides timely responses to the Carers unique circumstances
- Provide information for Adult Carers and professionals on short break opportunities
- Provide a range of short breaks for Adult Carers and engage at a national level with relevant organisations to maximise short break opportunities
- Ensure services meet Adult Carer needs at key points of transition e.g. becoming a Carer or withdrawing from the caring role
- Develop and deliver a range of training opportunities to support and enhance the Adult Carer role
- Provide services that promote equality

### Young Carers Support Services

Action for Children Young Carers Service - <http://www.northlanarkshireroungcarers.org/>

Has been commissioned to work in partnership with the Council's Education and Families service and other key organisations to:

- Provide a range of supports including telephone, website, 1:1 and/or peer support
- Provide responsive support that reflects Young Carers needs and personal preferences

- Complete and review Young Carer Statements using an outcomes approach that reflects local eligibility criteria and provides timely responses to the Young Carer's unique circumstances
- Deliver services that ensure Young Carers needs are met at key points of transition
- Provide signposting and support to access other appropriate services and resources
- Provide services that are designed and delivered in a way that reflects young peoples' wishes and opinions and ensures their views are considered and taken into account
- Provide a dynamic short break service that will develop and promote a resource directory for Young Carers and professionals
- Engage at national level with relevant organisations to maximise short break opportunities for Young Carers



### **Adult carers campaigning, information and representation services**

**North Lanarkshire Carers Together** <http://www.carerstogether.org/>

Has been commissioned to work in partnership with Health and Social Care and other key organisations to:

- Take a lead role in the promotion of comprehensive consistent information across all agencies in respect of:
  - Adult Carers' rights
  - Income maximisation
  - Education and training
  - Advocacy
  - Health and wellbeing, GP and other community health settings
  - Bereavement support
  - Emergency and future planning
- Promote identification of Adult Carers and ensure approaches and supports that enable Adult Carers to achieve and maintain optimum wellbeing, be fully informed and supported to continue their caring role
- Ensure Adult Carer representation at a local and national level
- Provide training and support for Adult Carers to facilitate involvement in relevant planning and consultation groups
- Promote Adult Carer involvement in local voluntary and statutory forums
- Provide direct representation of Adult Carers views
- Raise awareness of local and national Adult Carer issues within both local and national arenas

### **Community Capacity Building and Carer Support Network (CCB&CS)**

The CCB&CS programme is commissioned through the Integrated Joint Board (and supplements this with other funding) to:

- Provide low-level supports including social interest groups and peer support groups
- Offer befriending opportunities both to carers and as a way of giving carers short breaks from their caring role
- Provide access to physical activity that includes targeting specific conditions
- Provide education including cooking classes and healthy living support

- Provide other supports and services such as alternative therapies
- Signpost and support individuals to live fuller, more independent lives e.g. through advocacy; community connecting; community transport

Up to date information on these supports are held on the online database 'Locator' <http://locator.nl.org.uk/> but if you would prefer to speak to someone, each locality has a 'host' organisation which you can call for more information.

The Carer Support Network (CSN) has a key role in workforce development within the CCB&CS programme in order to ensure that all staff are kept fully informed of carer developments.

The key aims of the CSN are to:

- Support the Implementation of the Carers Act within the CCB&CS Structures.
- Develop Support, including short breaks for Adult Carers and Young Carers within the CCB&CS programme.
- Support Carer Representation within the CSN and Health and Social Care Locality Planning Groups.
- Support the findings of the Carers Conversation within the CSN

### **Short Breaks for Carers**

Lanarkshire Carers Centre among their range of support services for carers, host the Short Breaks Bureau which:

- Provides sustainable short break opportunities that meet carers' individual needs and circumstances.
- Enables carers to plan effectively for short breaks.
- Ensures short break opportunities have a positive impact on carers' health and wellbeing.
- Develops and maintains accessible information on available short breaks for carers and professionals.

The Short Breaks Bureau enables carers to have a life outside or alongside their caring role and maintain their health and wellbeing so they can continue to provide care.

The Short Breaks Bureau currently focuses on available grant funding for carers to take a break from caring as well as opportunities through the Respite initiative, which aims to offer short breaks or activities via the hospitality industry.

Carers may struggle to maintain their health and wellbeing by not having access to regular and substantial breaks from caring, the Short Breaks Bureau aims to address this through a flexible, outcomes-focused approach to short breaks that complements the delivery model of Lanarkshire Carers Centre.

<https://lanarkshirecarerscentre.org.uk/shortbreaks>

Short breaks can take many formats. For more information please refer to our Short Breaks Services Statement - [Short Break Services Statement](#)

## Other supports for Carers

### Making Life Easier (MLE)

This is an online service for people experiencing difficulties with everyday activities and/or carers. It offers information, professional advice and direct access to services and support. Anyone can use this service if they live in North Lanarkshire or if they are caring for someone who lives in North Lanarkshire.

Information is available on local self-help groups and national organisations

Professional staff provide advice on a range of everyday topics with hints and tips on how to carry out everyday activities independently.

A guided self-assessment option gives direct access to services. This can be completed by a carer on behalf of the person being cared for. The person completing the assessment doesn't even need to live in North Lanarkshire.

For more information, please visit the North Lanarkshire website: [Making life easier](#)

### Assistive Technology

A range of specialist equipment technology can support carers by helping the person they care for live at home independently or alert the carer if help is needed.

The range of technology available from Health and Social Care includes falls sensors, bed monitors, fire safety sensors and GPS locators.

Further information on assistive technology, is available on the North Lanarkshire website: [Assistive Technology](#)

### Advocacy

Independent advocacy is about helping people to have a stronger voice and as much control over their lives as possible. An independent advocate may speak on behalf of people who are unable to do so for themselves. Advocacy is about standing up for and sticking with a person or a group, taking their side, helping them to get their point across. Advocacy adds weight to people's views, concerns, rights, aspirations and can reduce any possibility for conflict of interest.

Independent advocacy has two main themes:

- Safeguarding individuals who are in situations where they are vulnerable
- Speaking up for and with people who are not being heard, helping them to express their own views and make their own decisions.

At its heart advocacy is about equity, social inclusion and human rights. This is particularly relevant for individuals who lack capacity and who are often more vulnerable than others.

In North Lanarkshire, advocacy is provided through a range of independent organisations who support older and younger adults, children and young people, and those facing complex housing issues. It is planned that North Lanarkshire Carers Together will establish dedicated independent advocacy support for adult Carers in 2020-2021.

More information on advocacy can be found on the North Lanarkshire website: [Independent advocacy](#)



### **Getting It Right For Every Child (Girfec) NL**

GIRFEC is the overarching approach to supporting children and young people in Scotland.

In North Lanarkshire the needs of young carers will continue to be met within the GIRFEC planning process. A Named Person will be available for anyone who wants support and young carer's needs will be met, where appropriate, through the Child's Plan.

Further information can be found at: [www.girfecinnl.com](http://www.girfecinnl.com)

### **National Carer Organisations**

National Carer Organisations (NCOs) exist to represent carers across Scotland and give them a voice at a national level. There are five NCOs in Scotland, who in many cases have a particular area of interest with regard to supporting carers. Further information is available here: <https://www2.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/ProgrammesandInitiatives/nationalcareorganisations>

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## 8. Action Plan

To deliver on the commitments we have made in this strategy, we have produced two action plans, one for Adult Carers and one for Young Carers that will help us work towards achieving desired outcomes.

These action plans detail how we will help adult carers and young carers access the correct information, advice and support to assist them in maintaining their caring role.

The actions endorse the commitment of North Lanarkshire Health and Social Care Partnership, NHS Lanarkshire and North Lanarkshire Council to fulfil our duties under the Carers (Scotland) Act and ensure that the money set aside for this is spent correctly.

An action plan however is not only about what statutory and third sector organisations can do to assist carers. It is also about what carers can do themselves to improve their lives and what other resources they can link into to support them.

<b>Adult Carers Action Plan</b>	
<b>What we will achieve</b>	<b>How we will achieve this</b>
Adult Carers are well informed and supported to make meaningful contributions and decisions in their lives.	<p>We will ensure Adult Carers are aware of their statutory rights.</p> <p>We will work with partners and individuals to identify, inform and support Adult Carers.</p> <p>We will provide general and specific information re local approaches and supports in respect of Self Directed Support and direct support.</p>
Adult Carers have access to information that allows them to establish connections and supports to enhance their lives.	<p>We will oversee the provision of accessible, quality and comprehensive information.</p> <p>We will work with relevant organisations to ensure consistency and accuracy of information.</p> <p>We will use Carer friendly approaches.</p> <p>We will ensure primary and community health staff are resourced to identify and support identification of and onward signposting for Adult Carers.</p> <p>We will ensure Adult Carers have information, access and use of a range of safety measures and approaches.</p>
Existing and new Adult Carers are identified and recognised as Equal Partners in Care (EPiC).	We will provide training and awareness raising of Adult Carers' issues and rights within GP practices, community health

	<p>settings and through maintaining colocation of carer support workers within SW teams e.g. EPiC modules.</p>
<p>Adult Carers are supported to have real lives and are full members of society- with opportunities available to enable equal choice and control as any other citizen.</p>	<p>We will promote and complete Adult Carers Support Plans.</p> <p>We will promote universal and preventative service engagement.</p> <p>We will provide access to training and development opportunities for Adult Carers.</p> <p>We will deliver support in a way that demonstrates dignity and respect of human rights across age, gender, disability, culture, race, nationality, religion, language and sexual orientation.</p> <p>We will deliver support that is sensitive to the emotional and physical changes caused through ageing, illness and disability and the effect that this may have on an adult Carer's identity and wellbeing.</p> <p>We will provide support that promotes mental, emotional and physical wellbeing.</p> <p>We will promote good mental health for all and work in partnership to support this.</p> <p>We will encourage Adult Carers to be involved in national and local health initiatives and community based activities e.g. food cooperatives, local cooking classes.</p> <p>We will provide support and training to help adult Carers adjust when a caring role ends.</p> <p>We will ensure those who support Adult Carers are well trained, knowledgeable, consistent and dynamic.</p>
<p>Adult Carers enjoy improved lives, reduced isolation and feel more able to continue in their caring role, should they wish to do so.</p>	<p>We will support Adult Carers to participate in community activities, leisure and employment opportunities based on their unique interests skills and abilities e.g. attend college courses, access leisure activities.</p> <p>We will enable community organisations</p>

	<p>to provide preventative support and opportunities for carers around:</p> <ul style="list-style-type: none"> <li>• Signposting or referring to direct carer support services</li> <li>• Accessing short breaks</li> <li>• Optimising health and wellbeing</li> <li>• Increasing ability to manage or cope with their caring role</li> </ul>
<p>Adult Carers have increased presence, contribution and involvement in planning and decision making processes.</p>	<p>We will work with adult Carers and organisations to support their involvement in relevant groups.</p> <p>We will provide training and support for Adult Carers and relevant organisations who support adult Carers to promote involvement.</p>
<p>Adult Carers contribute to and represent Adult Carers at local and national levels.</p>	<p>We will link with and support local organisations, businesses and other relevant stakeholders to raise awareness of adult Carers' rights and promote buy in.</p> <p>We will provide training for Carers, staff and organisations around adult Carer issue, rights and involvement.</p>
<p>Adult Carers' views are represented and promoted by professionals with full involvement and direction of adult Carers.</p>	<p>We will work with organisations to develop Carer friendly approaches and practice.</p> <p>We will ensure close working between carer organisations and health, social work and voluntary sector colleagues.</p>

<b>Young Carers Action Plan</b>	
<b>Outcome</b>	<b>Action</b>
<p>Young Carers feel safe and listened to and that their wellbeing needs are being met.</p>	<p>We will deliver awareness training to staff who can recognise and support Young Carers</p> <p>We will work to ensure that all educational and training establishments have systems in place to enable early identification of Young Carers.</p> <p>We will work within schools to improve identification of Young Carers to ensure that they are aware of their entitlement to a Young Carers Statement and be supported to complete one if they wish through North Lanarkshire Young Carers Service.</p> <p>We will promote an online resource for Young Carers, parents and professionals via <a href="http://www.northlanarkshireyoungcarers.org">www.northlanarkshireyoungcarers.org</a> and <a href="http://www.makinglifeeasier.org.uk">www.makinglifeeasier.org.uk</a></p> <p>We will ensure that young carers' information can be made available across a range of languages.</p> <p>Where Young Carers needs are more complex we will provide them with a wellbeing assessment and, when appropriate, a child's plan.</p>
<p>Young Carers have improved health and physical wellbeing and their emotional wellbeing is improved.</p>	<p>Through awareness raising we will assist all professionals working with young carers to be aware of potential health issues affecting young carers.</p> <p>We will identify needs and provide appropriate training and opportunities to improve the physical/emotional health and wellbeing of Young Carers.</p> <p>Staff will support Young Carers to access bereavement support services following the death of a cared for person where required.</p> <p>We will provide a range of supports including group work programmes, one to one supports, short breaks and in-school</p>

	<p>supports through individual and group sessions.</p> <p>We will provide Enable Emergency Planning Toolkits for all Young Carers who wish this.</p> <p>We will work in partnership with the five area Addiction Recovery Teams (ART) to raise awareness of Young Carers supporting individuals with alcohol and drug issues in NL.</p>
<p>Young Carers have improved educational attainment and are able to engage in further learning and employment opportunities.</p>	<p>We will support schools and education establishments to take full account of Young Carers specific needs, as well as the potential impact their caring responsibilities may have on educational achievement, attendance, time-keeping and engagement in school life.</p> <p>We will develop partnership work with pupil support staff in school to support Young Carers.</p> <p>We will develop and involve Young Carers in school-based supports through peer mentoring and allow school staff to access our e-learning module via <a href="http://www.northlanarkshireyoungcarers.org">www.northlanarkshireyoungcarers.org</a></p>
<p>Young Carers get appropriate supports to meet their needs and have improved self-esteem and opportunities to fulfil their potential and participate in a normal social life in line with their non-carer peers.</p>	<p>Young Carers will be supported to be fully included in all aspects of their communities, and be able to access the same range of opportunities and experiences as their peers.</p> <p>We will assist Young Carers to access social, sporting and cultural activities available to young people and support them to identify and overcome any barriers which may prevent them being able to achieve this.</p>
<p>Young Carers are offered a wide range of activities and opportunities including short breaks.</p>	<p>Young Carers will have the opportunity to access a variety of short breaks, residential breaks and activities including the Young Carers Festival.</p> <p>We will provide places at 'Over the wall' residential activity camps to help children and teenagers involved in caring for a sibling to enjoy a short break.</p>

<p>Young Carers feel confident that their views are sought and heard and that they contribute to decision making.</p>	<p>We will develop innovative ways to seek the views of Young Carers and build their voices into the planning and shaping of services.</p> <p>Young Carers will have opportunities to participate in their Young Carers Statements, assessments, reviews and in-service developments, and this will be reflected in the Young Carers services annual report.</p> <p>Young Carers will be supported in hospital discharge planning for the cared for person.</p> <p>Staff will have a good understanding of children's and young people's rights, the Carers Act/Carers Charter and will promote these rights.</p> <p>Young Carers will contribute to blogs and articles locally and nationally.</p> <p>Young Carers will access opportunities to be involved in campaigning work related to carers' issues and rights including the Carers Act/Carers Charter.</p>
<p>Young Carers are assisted into positive destinations and supported with the steps they need to take to achieve their goals.</p>	<p>We will deliver and develop school-based programmes of support.</p> <p>We will work on the promotion of peer mentoring opportunities within schools via pupil support staff.</p> <p>We will support Young Carers to be more aware of the different routes to further/higher education and/or employment via Carers Trust and further education.</p> <p>We will continue to develop transitional support by establishing links to New College Lanarkshire, Skills Development Scotland and Community Jobs Scotland. We will support the transition from our service to Adult Young Carers for those over 18 years of age.</p>
<p>Young Carers experience less stress and isolation and family income is maximised.</p>	<p>We will make available a range of updated information and materials in appropriate formats about existing resources and services accessible to Young Carers and</p>

	<p>their families</p> <p>Young Carers will feel less isolated and different than their peers, through attending group work programmes and activities with other Young Carers.</p> <p>Young Carers and their families will be supported through signposting to other organisations within the third sector.</p> <p>We will identify and support Young Carers in getting benefits/grants they may be entitled to while in education.</p> <p>Young Carers will be able to access concessions (discounts) to reduce possible financial difficulties.</p> <p>We will signpost Young Carers and their Families for appropriate financial advice, via Your Money NL and the local welfare rights team to ensure income is maximised for Young Carers and their families.</p>
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## **9. Implementing and reviewing the strategy**

This strategy covers a period of six years, but it will continue to change and develop throughout that period.

The Carers Strategy Implementation Group is tasked with supporting, monitoring and reporting on the implementation of the strategy.

Membership of this group includes representatives from:

- North Lanarkshire Health and Social Care Partnership
- NHS Lanarkshire
- North Lanarkshire Council
- Carer organisations
- Community Capacity Building and Carer Support Programme
- Carer representative on the Integration Joint Board
- Other relevant partnership boards

The group will meet on a quarterly basis to review ongoing work to support the strategy, ensure services are meeting needs and will produce an annual review report.

Contracted carer organisations will submit monitoring reports to this group providing quantitative and qualitative evidence on how carers have been supported. This will include information on the use of funding provided to support the implementation of the Carers Act.