

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 North Lanarkshire Council, NHS Lanarkshire and others to influence policy development and service provision, which affect both carers and the people we care for.

Our promise to Carers

- We will show a regard for you; treat you with respect and courtesy, and promote your rights
- We will listen, hear and respond to what you say, and be assertive in representing your views and interests
- We will work as an equal partner with others on health, social care and other issues that affect your quality of life
- We will include you if you wish to participate in the work of the organisation, and support you to influence planning and decision making to the degree to which you choose to be involved
- We will recognise that you have a range of experiences and perspectives
- We will avoid discrimination on the basis of age, religion, ethnic origin, gender, sexual orientation, disability or any other reason that may lead to you being excluded
- We will provide information that is of value to you
- We will represent you with integrity

Our aims

- To be a potent force for change
- To raise the profile of carers' issues and needs
- To influence policy development and service provision at the planning stage
- To form active links between carers and professionals
- To establish innovative and productive consultation processes with service providers
- To promote inclusion of all carers
- To represent the views of all carers, including the many young carers, in North Lanarkshire

REGISTERED CHARITY
NO. SCO33795



Minister Visits Carers Centre

You will have read in the last issue of our 'Working for You' newsletter that Liz Seaton, Chairperson of North Lanarkshire Carers Together stated that this was a 'momentous time for carers and the carer movement throughout Scotland'. This of course, is closely linked to the progression of The Carers (Scotland) Bill which is currently being discussed as part of the formal parliamentary process within the Scottish Government. The fact that the Bill has hit parliament does not mean that North Lanarkshire Carers Together has taken its foot off the gas in terms of campaigning. In fact, we have been working alongside the National Carer Organisations to promote 'A Framework for National Eligibility Thresholds' which was developed in response to the clearly expressed views from carers. In this connection, we organised a consultation event that brought together representatives from North Lanarkshire Carers Together, Lanarkshire Carers Centre, Action for Children – North Lanarkshire Young Carers Project, Carers Liaison and Support Project (CLASP), the NHS Lanarkshire Carer Support Team and North Lanarkshire Council. The consultation was facilitated by Claire Cairns of the Coalition of Carers in Scotland and the board of North Lanarkshire Carers Together were united in their support of the testing of a National Eligibility Framework for carer support. More detailed information around this framework is provided within this newsletter.



We were also pleased when Jamie Hepburn MSP, Minister for Sport, Health Improvement and Mental Health accepted an invitation visit to our carers centre to talk about the framework and how it could apply locally. This visit gave us an opportunity to highlight the continuing progress made as part of our work within the Community Capacity Building & Carer Support Programme and our ongoing partnership work with the wider carer agenda within North Lanarkshire.

(pictured above left to right – Jamie Hepburn (MSP), Sean Harkin (NLCT), Liz Seaton (NLCT), Claire Cairns (COCIS), Allison Smith (NLCT) Alun Ellis (Carers Policy Branch, Scottish

This year's Annual Conference will be held at the Hilton Strathclyde Hotel, Bellshill

Monday 9th November, 2015 10am - 2pm

Chairperson's Report



Once again we had a most successful AGM which took place on 15th June in the Hilton, Bellshill. As well as taking care of our governance and organisational business we had a range of presentations from staff showcasing the spread of carer work being delivered by North Lanarkshire Carers Together which includes:

- national representation
- local strategic representation
- carer Identification, information, signposting and referral
- carer awareness training, based on Equal Partners in Care (EPiC) core principles
- host organisation for the Motherwell Consortium
- development of a carer network
- partnership working with 64 gp practices in North Lanarkshire
- community engagement and consultation

We also had a presentation from Bobby Miller in his new role as Head of Community Care within North Lanarkshire Council. Bobby commended the work of our organisation and the carer partnership in North Lanarkshire and highlighted the challenges in relation to population changes and the high levels of demand for people who need support and care against a reduced workforce. He also highlighted the need to move to greater support within the community and referred to some of the work being delivered as part of the Community Capacity Building and Carer Support Programme and the new Making Life Easier online service. This service is free and confidential, offering information, advice and practical support for a range of difficulties.

North Lanarkshire Carers Together commends this service to our carers and I would encourage you to visit the website which can be accessed either via North Lanarkshire Council's website or our own website www.carerstogether.org.

Bobby concluded by re-enforcing the extent of the financial challenges that lie ahead and

referred to the ongoing impacts of the state benefits system and how this will impact on North Lanarkshire residents and our local community as well as the long term impacts of local authority saving plans.

The Board of Directors have agreed that the focus of our Annual Carer Conference 2015 will be Welfare Reform.

Carers Rights and the Carers (Scotland) Bill

Our AGM provided us with a good opportunity to update members around carers rights and the Carers (Scotland) Bill and this section was delivered by Tony Fitzpatrick, founder member and director of North Lanarkshire Carers Together. Tony is a campaigner and activist for carers' rights of many years standing through his voluntary work with North Lanarkshire Carers Together, The Coalition of Carers in Scotland, the National Carers Reference Group and many other platforms.

For those of our members unable to attend the AGM in June the following will offer a summary of his presentation.

Tony commenced by reflecting on his 33 years lived experience as a carer. He described some of the personal struggles he was currently making coming to terms with a serious health problem, in particular the transition in many respects from carer to 'cared-for'. He described how this had negatively impacted on many aspects of daily living, but perhaps most of all on his self-confidence. He described the importance of maintaining as much independence as possible and his personal observation that some carers, with the best of intentions, sometimes do too much for the cared-for person and in the process erode their independence over time.

Tony explained that the few rights that carers currently have are mostly embedded in legislation that applies to all or most citizens. For example, The Human Rights Act, The Equality Act and Employment Law. It is therefore important to track changes or proposed changes to wider legislation as such changes may adversely impact on carers. It was noted that the Conservative government at Westminster is proposing to repeal the Human Rights Act. This could impact on a carer's right to have a life alongside caring.

Sociable and creative?

Good organiser?

Business skills?

Web design skills?

Good planner?

Friendly and open?

Good listener?



Volunteering Opportunities

Getting Involved

North Lanarkshire Carers Together is a registered charity. All of our directors are volunteers as well as carers or former carers.

We are interested in developing volunteering opportunities for anyone (carers, former carers and non-carers) who is interested in helping us deliver better outcomes for carers across North Lanarkshire.

Volunteering can be a rewarding way of meeting other people, getting a break from your caring responsibilities and acquiring skills that might be valuable in the world of paid work.

We are always looking for new ways of helping carers

If you are interested in joining us as a volunteer, then contact us to express an interest.

Our contact details are shown below.



Large Print copies of this newsletter
are available on request.

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REGISTERED CHARITY NO. SCO33795



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“Carers’ rights matter every day for everyone, everywhere, because they are dependent on only two things - being human and being a carer.”

“The Carers Rights Movement is underpinned by concerns about low income, social exclusion, damage to mental and physical health, and lack of recognition.”

“The knowledge that having rights does not guarantee they will be recognised, understood and respected.”

Tony then described his frustrations at the delays in moving the carers’ rights agenda forward.

Caring Together: The Carers Strategy for Scotland 2010 – 2015 included an action for the Scottish Government, COSLA and partners to produce by December 2011 a Carers Rights Charter of existing rights (as enshrined in law) for wider distribution. This would consolidate in one place the existing rights and will set out key principles of support to carers and outcomes. It is now October 2015 and this action has still to be delivered.

In regard to the Carers (Scotland) Bill, Tony advised that consultation on the new legislation was supposed to start at the end of 2013. However, the Bill was not introduced to the Scottish Parliament until 9 March 2015 – another significant delay. Nonetheless, North Lanarkshire Carers Together is fully engaged in the current ongoing process.

Tony described some areas where North Lanarkshire Carers Together feels improvements could be made to the Carers Bill and a few areas where we feel significant changes need to be made to ensure the new legislation delivers new rights and real change for carers. For example:

- We support the development and implementation of a national framework of eligibility criteria rather than local frameworks.
- We want the expected timescale for completing the carer assessment and implementing a Carer Support Plan to be communicated in writing.
- We want emergency and anticipatory planning included as an explicit requirement within Adult Carer Support Plans.

- We are extremely disappointed that a specific duty to provide short breaks has not been included in the Carers Bill because carers had campaigned so hard for its inclusion.



- The Carers Bill also needs to recognise carers, in hospital admission and discharge planning. The lack of carer involvement in these processes is creating undue pressures and major issues for carers

Tony concluded his presentation by reflecting on a number of very intensive caring situations that have recently come to his attention. He had been struck by the time, energy and resources that were being put into the assessment processes for both carer and cared-for person, with little or no support having been put in place – even though the need for such support was overwhelmingly apparent. He closed with the following comment:

“What we need are rights underpinned by compassion that stands in awe of the burden that carers carry rather than in judgement of it.”

News Update

As a result of continued campaigning by carers the Health and Sports Committee’s Stage 1 Report on the Carers Bill states:

“The Committee shares the concerns of carers and carer organisations that the lack of consultation when the person for whom they are caring is admitted or, more importantly, discharged from hospital could result in crisis situations developing and lead to unnecessary readmissions to hospital.”

“The Committee requests that the Scottish Government sets out how it will ensure that, prior to patients being discharged, hospital staff identify carers and establish that they are ‘able and willing to provide care’.”

CARERS HEALTH NEEDS SURVEY

There is estimated to be 49,000 unpaid carers in North Lanarkshire providing care on a regular basis (Scottish Household Survey 2007-2008):

- 23% of carers provide 50 hours or more of care per week.
- Over 70% of carers have been providing care for over five years.
- 11% of women undertake a caring role compared to 8% of men.

Through their work within 64 GP Practices in North Lanarkshire during 2014/2015, Yvonne Cameron and Corinne Thomson met with many newly identified carers, of whom 417 participated anonymously in a Carers Health Needs survey during the period 1 April 2014 to 31 March 2015.

The key findings were as follows:

- **anxiety and stress** was the highest ranked health problem in North Lanarkshire – **71%** of all carers who took part in the 2014/15 survey. This health problem was ranked first in Airdrie, Bellshill, Coatbridge, Cumbernauld, Motherwell, and Wishaw & Shotts, and was ranked second in 'Other Areas'. **anxiety and stress** was also the highest ranked health problem in North Lanarkshire in the 2013/14 survey, so it was fairly predictable that this problem would continue to be the highest ranked in North Lanarkshire. **depression and feeling sad** was the second highest ranked problem in North Lanarkshire – **51%** of all carers who took part in the 2014/15 survey. This health problem was ranked second in each township with the exception of 'Other Areas' where it was ranked first. **depression and feeling sad** was the fourth highest ranked health problem in North Lanarkshire in the 2013/14 survey, so it appears that this is a growing problem for carers in North Lanarkshire. **lack of sleep** was the third highest ranked problem in North Lanarkshire – **39%** of all carers who took part in the 2014/15 survey. This health problem was fifth in Airdrie. **lack of sleep** was the second highest ranked health problem in North Lanarkshire in the 2013/14 survey, so this can be interpreted as a persistent problem for carers in North Lanarkshire.

- **financial impact of caring** was the fourth highest ranked problem in North Lanarkshire – **30%** of all carers who took part in the 2014/15 survey. This problem was ranked third in Airdrie, fourth in Bellshill and Wishaw & Shotts, fifth in Motherwell and 'Other Areas', and sixth in Coatbridge and Cumbernauld. **financial impact of caring** was the eighth highest ranked health problem in the 2013/14 survey, so is clearly a growing issue for carers in North Lanarkshire. *Comment: The Board of North Lanarkshire Carers Together is committed to undertaking further work to better understand the nature of this problem, how it affects carers who identify it as an issue, and why it appears to be a growing issue for carers in North Lanarkshire.*
- **isolation and feeling alone** was the fifth highest ranked problem in North Lanarkshire – **29%** of all carers who took part in the 2014/15 survey. This health problem was ranked third in Motherwell, fourth in Cumbernauld, Wishaw & Shotts, and 'Other Areas', fifth in Bellshill and Coatbridge, and sixth in Airdrie. **isolation and feeling alone** was the sixth highest ranked health problem in North Lanarkshire in the 2013/14 survey, so this can be interpreted as a persistent problem for carers in North Lanarkshire.
- **back pain** was the sixth highest ranked health problem in North Lanarkshire – **26%** of all carers who took part in the 2014/15 survey. This health problem was ranked fourth in Airdrie and Coatbridge, fifth in Cumbernauld, sixth in Bellshill and Wishaw & Shotts, and seventh in Motherwell and 'Other Areas'. **back pain** was the third highest ranked health problem in North Lanarkshire in the 2013/14 survey, so there was a significant drop in ranking from last year. *Comment: The Board of North Lanarkshire Carers Together is committed to finding out why this is the case e.g. was there any specific service developments or responses that might offer some explanation for the change.*

*The Board of North Lanarkshire Carers Together is also committed to undertaking further work to better understand the nature of the identified problem of **bullying** and how it affects carers who identify it as an issue.*

Volunteer With Us



North Lanarkshire Carers Together has started a new cycle of volunteer development sessions. Our organisation believes that carers and ex-carers have a valuable role to play in helping us achieve our objectives and we would like to see more carers getting involved in the wide range of work that we are involved in. We are a carer led organisation which was formed in 1999 to give carers a voice and from our inception, carers have played a central role in all areas of our work.

We have recognised the need to be more proactive in relation to volunteer recruitment and an initial development session took place on the 23rd of April to start that process. It is clear, that for a number of reasons, not all carers want to become volunteers and we fully understand this, however for those who do, we want to ensure that they have the opportunity to do so and that their involvement is valued and supported.

We will be having our second volunteer development session the week beginning 16th November and if you would like to get involved please contact Carolanne Christie on 01698 404055.

Margaret Mitchell MSP

North Lanarkshire Carers Together was pleased to welcome Margaret Mitchell MSP to the carers centre to discuss the range of work we are currently involved in on behalf of our carers in North Lanarkshire. Margaret was most interested in the work we have done as a key partner within the Reshaping Care for Older People Programme and our campaigning work in relation to the Carers Bill.

Margaret enjoyed a morning talking to directors, staff and volunteers and we would like to thank Margaret for lodging the parliamentary



motion on 22nd July 2015 in relation to North Lanarkshire Carers Together's promotion of the Carer Positive Award and for noting the findings of our Carers Health Needs Report 2014/15.



The Scottish Government have been seeking views on proposed changes to their regulations on Waiving Charges for Carers.

Currently, these regulations prevent local authorities from charging carers for any support provided to them in relation to their caring role. In addition, when support has been put in place for a carer following a carer's assessment the local authority cannot pass any charges on to the person they care for.

As it currently stands in legislation, where the need for a short break has been identified through a carers assessment, any charge is waived for the carer. In addition the local authority cannot pass this charge on to the person they care for who received the replacement care.

Many carer organisations feel that this is the right approach and North Lanarkshire Carers Together agrees that any proposal to charge the cared-for-person for replacement care is a step backwards. We agree there is an opportunity through the Carers Bill to simplify and clarify the situation. By linking a duty to support to a national eligibility framework, carers and local authorities will have a clear understanding of what resources or services carers are eligible for. More information can be found at www.carersnet.org

The North Lanarkshire Young Carers Project has had a busy summer programme and would like to thank the 'Caring for Carers' project for their support in offering welcomed additions to our programme which included cooking, drama, beauty therapy, alternative therapies and sports. One of the highlights of this programme was a 7 week cooking group that 14 young carers participated in. This took place in Coatbridge College's own catering and hospitality department and consisted of an initial introductory day where young carers and college staff planned the full programme and the following six sessions focused on the programme delivery, which included food hygiene, healthy eating and food preparation and presentation. Also included were lessons on budgeting within the kitchen and providing healthy meals for family members on a limited budget.

In addition to this, funding from NHS Lanarkshire and Herbalife enabled the project to offer exciting leisure and activity programmes that provided a much needed break for young carers as well as teaching them new skills. These activities included a visit to 'Airspace', drama and pottery workshops, ice skating, young carers' FUN day and the @Home Centre carers summer group.



22 young carers also participated in a three day soccer skills school in Hamilton. This event was attended by both girls and boys and as well as enjoying the great game, young carers were also taught how to develop endurance, set goals and develop strength, improve their co-ordination skills and develop social dependency through team-play and competition. This was a super addition to our programme at the North Lanarkshire Young Carers Project and young carers would like this to be regular feature of our service.



The North Lanarkshire Young Carers Project was well represented at the Young Carers Youth Festival in West Linton this summer. This festival gives young carers the chance to meet up with other young

carers throughout Scotland and provides an opportunity for them to have their voice heard by MSP's and local authority representatives. As always our young carers took every opportunity to talk about their experiences of young caring and the many challenges they face on a daily basis.



The Young Carers Project continues to develop its partnership with local secondary schools and provides a range of group work and individual support to young carers in partnership with school staff. School is often an area of concern for young carers and it can be difficult to ask for support, however through the work of the project we have been able to raise awareness of young carers' issues in a positive way that has meant many young carers in North Lanarkshire feel empowered to discuss their caring role and seek support either directly from the school or from the project.

All of the directors, staff and volunteers of North Lanarkshire Carers Together would like to congratulate everyone at the Action for Children, North Lanarkshire Young Carers Project for reaching their 20 year anniversary. Very best wishes for your celebration event on the 8th December 2015.

A NATIONAL ELIGIBILITY FRAMEWORK

Background

North Lanarkshire Carers Together supports the National Eligibility Framework for carer support. The framework is designed to set out the circumstances in which carers would have a right to a service under The Carers (Scotland) Bill, which is currently making its way through parliament. Having a national framework operating across Scotland would ensure that there is consistency in the circumstances in which carers have an entitlement to support.

It focuses on eligibility and prevention and acknowledges the need for local and national accountability. It also supports a rights based approach to carer support

- The right of every carer to have an Adult Carer Support Plan which aims to support their health and well-being through an assessment of their personal needs.
- The right to have an Adult Carer Support Plan which identifies the most appropriate balance of information, advice and support to meet these needs and achieve personal outcomes.
- The right to have a minimum level of need met.
- The right to have as many needs above the minimum met as current resource levels within their council permit.
- The right for information about their needs which are not met, to be aggregated with all other carers and for the information to be publicly available.

Explaining the process

Through the Carers (Scotland) Bill, Local Authorities will have a duty to support carers who meet eligibility criteria. This can be broken down into four steps.

Step One

A carer who wishes to access support will need to have an Adult Carer Support Plan. This will involve an assessment to determine the carer's needs, and how they can best achieve their personal outcomes. Not all carers who undertake an Adult Carer Support Plan will have an eligible need, or a right to support. However, it is likely that they will still have needs which can be addressed through universal, preventative services.

Step Two

Once the carer's outcomes have been identified through their support plan, the local authority will need to determine if any of their needs meet eligibility criteria this will enable local authorities to determine if carers **meet the eligibility threshold**, meaning they have a **duty** to support them.

Step Three

If a carer meets the eligibility threshold, the local authority will need to decide what **level of support** they are entitled to.

Step Four

Once the level of support has been agreed, the carer will then decide how they would like to arrange their support and choose from the four self-directed support options available. There will then be local variation in the services available to support carers.

National or Local? What will the government decide?

The following question was raised in Parliament by Margaret Mitchell MSP on the 11th September (see below for details):

Margaret Mitchell MSP: I thank the minister for her comprehensive answer, but is she aware that, instead of the local framework for eligibility criteria that is proposed in the Carers (Scotland) Bill, carers want a national framework in Scotland to ensure equity, fairness and consistency and avoid a postcode lottery? Is she sympathetic to that view?

Maureen Watt MSP: My colleague Jamie Hepburn, the Minister for Sport, Health Improvement and Mental Health, met North Lanarkshire Carers Together and representatives from the national carers organisation on 27 August to discuss, among other matters, the proposals for the national eligibility framework. As a result of that discussion, officials are considering the NCO proposal for such a framework. We are liaising with the national carers organisation and the Convention of Scottish Local Authorities on the framework and will make a decision in due course.

Independent Evaluation — Carers Support

North Lanarkshire Carers Together and the Lanarkshire Carers Centre were joint thematic leads for carer support within the Community Capacity Building & Carer Support Programme (CCB & CSP) which formed part of the broader Reshaping Care for Older People Programme (RCOP). The key elements of our work were as follows:

- Ensure carers views were represented at a strategic level within all aspects of RCOP with a particular focus on the CCB & CSP
- Report on developments to the North Lanarkshire Carer Strategy Implementation Group
- As part of a partnership approach, develop carer awareness training that linked with the core principles of Equal Partners in Care (EPiC)
- Roll out EPiC training to thematic leads and local consortium members within the CCB & CSP to enable them to consider the needs of carers in local service development
- Establish referral processes for direct carer support
- Provide carer input as part of the establishment of thematic networks and advisory groups
- Support carer volunteers in engagement and consultation
- As part of a partnership approach, support the development of a Short Break Information Service for Carers
- Evaluate the approach and impacts of the carer element of the CCB & CSP

An independent evaluation was carried out by FMR Research from December 2014 and the field work completed by late May 2015. The approach involved:

- Desk research;
- A discussion with key players around the Short Break Information Service for Carers
- Individual face to face and/or indepth telephone interviews with key players
- A focus group and supplementary interviews with members of the Locality Development Partnership Programme which involved the 6 local consortiums
- A focus group with carers

Participants in the research were asked to rate a number of different aspects relating to carers in terms of 'marks out of 10' before the CCB & CSP and now. The average (mean) scores are shown in table 1, and show a positive shift for all aspects tested for both professional stakeholders and carers. This was supported by discussions, where all felt that the work of the CCB & CSP had made a difference to carers particularly in the last 18 months or so.

The research noted "carer thematic leads highlighted the impending impact of the new legislation for carers, to improve the identification and provision for support to carers. The Carers Bill intends to introduce a duty as opposed to a power on councils to support carers where they are assessed as requiring support through an Adult Carer Support Plan and where they meet the eligibility criteria. It was therefore acknowledged that partnership working and shared understanding of the various agendas was crucial as was the development of indirect and direct supports for carers as demonstrated through the work of the CCB & CSP".

An executive summary or a full report on the evaluation of the impact of the carer element of the CCB & CSP is available by contacting admin@carerstogogether.org

FMR
RESEARCH

"In North Lanarkshire we are building on a strong tradition of agencies working together including health, social work, independent sector, third sector and carer organisations. "

"Locality Modelling has formalised those existing links to provide a seamless response to individuals - and their carers - who may need support from a variety of agencies at the same time."

The new video illustrates, with contributions from those involved in locality teams, including social work and health staff, a GP and third sector representative, how care is co-ordinated from the first point of contact. Although Locality Modelling is geared to cater for a spectrum of people needing support, like those who have just been discharged from hospital, one focal point of the teams is to help those who have been previously unknown to health and social care but require support quickly.

Each professional in the teams takes a turn of an on-call week where they are 'first responders' to lead the care package. When the first responder has referred someone requiring support, from a GP for example, they take all the information about the person and, working in collaboration with all agencies, co-ordinate the response.

In the film, the team talk about a case where one man was struggling to cope in caring for his wife, who is living with dementia.

The team, by working together, were able to rapidly establish a variety of supports which included home care, carer respite and self directed support to help the unpaid carer sustain his role.

Sharon added: "There are many benefits to this approach which include improved sharing of information and expertise between agencies. That translates to better experiences and outcomes for people requiring support and, crucially, their carers. The overall aim is maximise independence and support people to stay in their own home."

To watch the video visit:
<http://bit.ly/1OCXRuw> and look up [Locality Modelling](#)
For more info on integration visit:
<http://bit.ly/1zJaHvd>

Getting going with DisabledGo

Disabled people in North Lanarkshire can now get easier access to more places thanks to a new website for local venues.



DisabledGo provides access information for a range of buildings, highlighting potential issues for disabled visitors. The site gives vital access information so people with mobility issues, disabilities and impairments can fully enjoy local places including shops, pubs, restaurants, council buildings, cinemas, leisure centres, theatres, railway stations and hotels.

Bobby Miller, Head of Community Care with the council said: "We are delighted to have our local venues listed on this fantastic online resource."

"The council is committed to ensuring places are genuinely welcoming for everyone."

"We have worked in partnership with DisabledGo and local people to survey venues across North Lanarkshire so we can maximise independence and choice for people with disabilities."

"We hope this guide helps visitors to access the places they want to visit, where they stay and the services they are seeking."

The site was developed by disabled people for disabled people and is supported by North Lanarkshire Council.

Barry Stevenson, Chairman of DisabledGo added: "We are proud to have worked with the council to produce a detailed pan-disability access guide to over a 1000 different places. The venues had been requested by local disability groups and assessed by our surveyors."

"We look forward to seeing how these guides enable people to access their community and make the most of what the local area has to offer."

To access the site visit:

www.northlanarkshire.gov.uk/disabledgo

The Community Liaison Service



Mark Slorance (L) Gary Donegan (R)

We represent the North Lanarkshire Voluntary Sector in the acute setting. Supporting discharge home and providing relevant information and signposting. The service is funded through Health and Social Care Integration and is hosted by Voice of Experience Forum, based in Airdrie.

We aim to raise awareness of the community support available in North Lanarkshire, provided by voluntary organisations. The service covers the whole of North Lanarkshire and we are based in Monklands and Wishaw General Hospitals. We can meet with patients, families and carers to offer advice on possible support networks and then refer on to relevant community based supports, prior to discharge.

The service aims to ensure that you and your carer(s) are aware of the various supports in your community that help keep you as independent as possible for as long as possible. Community based activities can help you feel safer, healthier and be more socially connected.

Over 2014/2015 the Community Liaison Service pilot proved to be a resounding success, reaching 475 people, providing information and forwarding 305 referrals for community based support. This included 85 referrals for direct carer support.

This would not have been a success without the invaluable work of the Community Capacity Building and Carer Support Programme and the support from our Health and Social Care Colleagues and referral partners. This success highlights the superb partnership work which takes place in North Lanarkshire.

Funding has now been granted for the continuation of the project, which will now incorporate the wider work involving the Integration of Health and Social Care. As well as opening the support available to all adults (18+), the service will extend to other NHS sites throughout North Lanarkshire including ongoing rehabilitation wards.

To help facilitate future development and expansion we have now recruited another Community Liaison Officer, Gary Donegan who will offer more permanency and stability to the service. An additional member of staff will now allow the service to have a community liaison officer based at the main sites of Monklands and Wishaw General Hospitals and maintain a presence in the intermediate care sites.

If you would like more information please do not hesitate to contact me:
Community Liaison Co-Ordinator:
Mark Slorance: 07715093069
mark@voef.org.uk



A new film has documented how joined-up working across health, social care and other key partners is bringing seamless care and support to people in their own homes.

Unpaid carers are also the key focus of attention under a new system called Locality Modelling, which has been rolled out across North Lanarkshire.

It sees agencies working together to provide rapid responses, co-ordinated and tailored care to support people at home and help prevent hospital admission. The approach, which initiated in Airdrie last year and has since rolled out across North Lanarkshire, comes at a vital time. A new Act requires health boards and local authorities to integrate their adult health and social care services.

Sharon Simpson of NHS Lanarkshire - and the Lead for Locality Modelling - explained the work embodies the very spirit of integration.

“Partnership working and everyone playing their part - especially on a local level – is key to the success of improving health and wellbeing of people.”

Independent Evaluation — Carers Support (Continued)

Table 1

Aspects scored	Professional stakeholders			Carers		
	'Before' Mean score	'Now' Mean score	Difference in mean scores	'Before' Mean score	'Now' Mean score	Difference in mean scores
Services identifying carers of older people as carers	3.2	7.6	+4.4	3.3	7.4	+4.1
The amount of information shared with carers of older people	3.0	8.1	+5.1	3.8	7.6	+3.8
The quality of information shared with carers of older people	3.3	8.7	+5.4	4.4	7.7	+3.3
Carers feeling isolated (low score = more isolated, high score = less isolated)	3.3	7.1	+3.8	3.1	6.7	+3.5
Carers feeling able to cope	3.5	6.6	+3.1	5.0	6.9	+1.9
Carers' access to short breaks	2.7	6.1	+3.4	2.6	6.6	+4.0
Carers' own health and well-being	3.2	7.4	+4.2	4.6	7.0	+2.4
Carers have a good quality of life	3.0	6.6	+3.6	4.3	6.3	+2.0
The involvement of carers in decisions about the older person they care for	4.6	7.6	+2.9	4.6	7.5	+2.9
The involvement of carers in the design and development of services for older people in North Lanarkshire	3.6	7.1	+3.6	3.0	7.1	+4.1
The degree to which services for older people in NL take into account the needs of carers on a day to day basis	3.6	7.5	+3.9	2.9	7.3	+4.4
The range of support available to carers of older people in NL	3.3	7.7	+4.4	3.3	7.6	+4.3
The amount of support available to carers of older people in NL	3.6	7.5	+3.9	3.7	8.1	+4.4
The consistency of support to carers of older people across NL	2.9	6.7	+3.8	3.6	7.0	+3.4

Scores noted in green indicate the highest shift in mean scores
Scores noted in red indicate the lowest shift in mean scores