

Working for You...



The Carers' Charter – Knowing Your Rights

The Carers (Scotland) Act 2016 took effect from 1st April 2018. The Act extends and enhances rights for carers in Scotland to help improve their health and wellbeing, so that they can continue to care, if they so wish and have a life alongside caring.

The Act requires local authorities to have a local information and advice service for carers. North Lanarkshire Carers Together can provide you with information and advice about a number of areas relevant to caring, including carers' rights that are set out in the Carers' charter, as required by section 36 of the Act.

A full copy of the charter can be downloaded from www.carerstogether.org

The charter has six key sections, here is a summary of each section:

- **Am I a Carer?** – this sets out the meaning of adult and young carers and highlights that carers do not need to be providing a substantial amount of care for someone on a regular basis.
- **Adult Carer Support Plan** – Adult carers have the **right** to an 'adult carer support plan' and the responsible local authority **must** offer an adult carer support plan to anyone they identify as an adult carer and **must** prepare one for anyone who accepts the offer. They **must** also prepare an adult carer support plan for anyone who meets the definition of an adult carer if that person requests one.

- **Young Carer Statement** – Young carers have a **right** to a 'young carer statement' and the responsible local authority **must** offer a young carer statement to anyone they identify as a young carer and they **must** prepare one for anyone who accepts this offer. They **must** also prepare a young carer statement for anyone who meets the definition of young carer if that person requests one.

- **Support as a Carer** – Carers have a **right** to support to meet any 'eligible needs' and the responsible local authority **must** provide support to any carer who has identified needs (which meet local eligibility criteria) that cannot be met through support provided to the person being cared for, or through general local services. The local authority **must** provide support to meet these 'eligible needs' and this should be done in a way that gives the carer as much choice and control as they would like.

- **Carer Involvement in Services** – Carers have a **right** to be involved in services. Local Authorities and Health Boards **must** involve carers in planning the carer services they provide. Local Authorities **must** involve carers in assessing their needs for support and providing that support and **must** take carers' views into account in assessing the needs of the person being cared for. Local Authorities **must** consider the views of carers and carer representatives when preparing and reviewing short breaks service statements.

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The Carers' Charter – Knowing Your Rights *(Continued)*

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• **Hospital Discharge** – Carers have a **right** to be involved in the hospital discharge process of the person they are or are going to be caring for. Each Health Board **must** ensure that, before a cared-for person is discharged from hospital, it involves carers in the discharge of the cared-for person. This means, if the person being cared for is admitted to hospital, the Health Board **must** take appropriate steps to:-

- i) Inform the carer as soon as it can about when the person being cared for is to be discharged;
- ii) Invite the carers views about the discharge; and
- iii) Take the carers views into account when planning the discharge (as far 'as reasonable and practical').

The carers involvement in the hospital discharge process **must** happen whether or not the cared for person moves from hospital to their normal home. It is the responsibility of the Health Board discharging the cared for person to involve the carer in the hospital discharge process and it is important that health and social care professionals begin a conversation with the carer at the earliest opportunity so that the carer can share knowledge and information.

The Health Board discharging the cared for person may not necessarily be the one where they normally live. In these circumstances, the health board which the cared-for person is receiving treatment **must** involve the carer in the discharge process.

Details of North Lanarkshire's eligibility criteria can be found on North Lanarkshire Council's website www.northlanarkshire.gov.uk/carers

For information on Adult Carer Support Plans and direct support for carers contact the Lanarkshire Carers Centre on **01236 755550** or **01698 428090**

For information on Young Carer Statements and support services for young carers contact Action for Children, North Lanarkshire Young Carers Project on **01698 258801**

To speak to a Carer Information Worker contact North Lanarkshire Carers Together on **01698 404055** or email enquiries@carerstogether.org

Community Liaison Service

The Community Liaison Service was established in 2013 with the aim supporting hospital discharge by providing a link between acute settings and the support provided in the community by the 3rd Sector, we provide this pre and post discharge.

The Community Liaison Service is funded through the Community Capacity Building and Carer Support Programme in North Lanarkshire and our service is hosted by Getting Better Together (GBT) at Shotts Health Living Centre. GBT was established in 2000, and is a community based health initiative that aims to promote the education, health and well-being of the local residents in North Lanarkshire through a range of activities. Their activities focus on community members taking an active part in improving their health and well-being.



We can meet with patients, families and their carers to offer advice on possible community supports and refer to appropriate organisations when required.

We have a base in both Monklands and Wishaw University Hospitals General but also liaise with Hairmyres and other rehabilitation settings throughout North Lanarkshire and community teams. Community supports are wide and varied and the information we provide may include support provided by the third sector as well as information relating to health promotion, social, cultural and physical activities.

The information and advice is tailored to you, your family and carers individual needs and interests. This information may include:

- **Social opportunities**
- **Support for families and friends who have a caring role**
- **Leisure and physical activities**
- **Future planning**
- **Support to help you self-manage specific health conditions**
- **Directing you to help with welfare rights**
- **Advice on how to provide feedback on the services that you receive and how to become involved in shaping future services.**

As well as facilitating direct referrals to carer support organisations, our service also offers the opportunity to access low level support for carers. For example, the service may refer your family member or friend to a local befriending service. This could provide a few hours' social contact every week to the person you care for and provide you with a few hours break from your caring role. The service can also provide information to you as a carer which may help reduce social isolation and promote your wellbeing.

The service is available to all North Lanarkshire residents aged 16+ in hospitals and NHS sites across Lanarkshire. Referrals are welcome from patients, carers and all professionals. For an informal chat about the service please contact:

Mark Slorance *(Based at Monklands)*
Tel: 07715 093069
Email: mark@shottshealthyliving.com

Gary Donegan *(Based at Wishaw)*
Tel: 07802 880479
Email: gary@shottshealthyliving.com



What to expect The Carers (Scotland) Act

Do you provide care for someone?

You may be a parent, a partner, a son or daughter, a sister or brother or friend to someone who needs support as a result of their illness (physical or mental illness and substance misuse), condition or disability. If you provide them with help and support to manage their life – you are a carer.

What is the Carers Act?

The Carers Act is a law which enhances the rights of carers in Scotland. The Act is intended to recognise the valuable role that carers play in supporting people with care needs as a result of their illness, condition or disability.

Getting carer support starts with a good conversation. Every carer will have different things that are important to them in their life. The diagram on the right helps to explain the carer pathway to support under the Act.



The Carers (Scotland) Act Carer Pathway to Support

Information and Advice: Every carer is entitled to information about their rights as a carer and the support available to them locally. Contact North Lanarkshire Carers Together on 01698 404055



A good conversation: The first step to receiving support as a carer is completing an adult carer support plan or young carer statement. It starts with a good conversation with your worker about your caring role and what is important to you. Your completed plan will set out what your needs and outcomes are. Contact Lanarkshire Carers Centre on 01698 428090/ 01236 755550 or Young Carers Project on 01698 258801



Support for the person you care for: Support provided to the person you care for can help you as a carer. You have a right to be involved in the cared-for person's assessment and following reviews as far as reasonable or practical.



Are your needs being met? Your needs may be met through the support provided to the person you care for and by support readily available to you, such as the support you receive from local carer organisations. If this is the case there will be no further action. Your plan will also inform you about the circumstances for review.



If your needs aren't met: If there are things that you need support with as a carer then the local authority will apply their eligibility criteria for carers. This means they will assess the impact your caring role has on your life and decide if you meet the threshold for support.



Do you meet the threshold?

YES - the local authority has a duty to support you. They will discuss self-directed support options with you in relation to your support needs.

NO - the local authority can still use their power to provide you with support. This includes access to information, advice and available support services and may in some areas also include additional support such as a short break. This will be discussed with you

What happens if I'm entitled to support as a carer?

Once you complete an adult carer support plan or young carer statement there will be agreed actions. If you meet the local eligibility criteria, you should be supported to choose the services and/or support that are right for you and best meet your outcomes. Outcomes are a way of describing what is important to you and what you are trying to achieve. Some examples of outcomes are:

- **My health is improved and is as well as it can be**
- **I feel valued and listened to**
- **I am able to spend more time with my friends and grandchildren**

There is no duty for the local authority to provide a short break, however they must consider whether support to you as a carer should take the form of or include a break from caring.

Self-directed Support offers 4 different ways of delivering and managing support and is used to help work out with you how and when the support will be delivered. Self-directed support gives you as much choice and control of your support as you want.

Involvement

A key feature of the Act relates to carer involvement, there is a duty to involve carers in the assessment of the cared-for person, as far as is reasonable and practical. Once an assessment is completed, arrangements will be made for regular reviews and the duty to involve carers still applies.

Local Health Boards also have a duty to involve carers, as far as reasonable and practical, when the person they care for is being discharged from hospital.

Carer involvement also relates to the planning and development of services. Carers must be involved in the development of the local Carer Strategy as well the local Short Break Services Statement. If you would like to find out more about being involved in local carer strategy development, or becoming a carer rep in local planning groups contact North Lanarkshire Carers Together.

How do I find out about my rights as a Carer?

For information on the range of supports available to Carers in North Lanarkshire, including information on Carers' rights contact North Lanarkshire Carers Together on **01698 404055** or email: Enquiries@carerstogogether.org

"It should not be a slog to get our rights. I hope the Carers Act will help to change that."

To find out more about different parts of the Act and what they could mean to you as a carer please see our 'What to expect' leaflets. We have worked together with a variety of carers across Scotland to jointly develop a series of information leaflets answering the questions carers asked about the Act.

The Scottish Government has published a Carers' charter summarising carers' rights under the Act. To view the charter and download the 'What to expect' leaflets visit www.carerstogogether.org

North Lanarkshire's local eligibility criteria can be viewed at www.northlanarkshire.gov.uk/carers

Support for Young Carers is available. To find out more about specific support for Young Carers contact the Action for Children, North Lanarkshire Young Carers project on **01698 258801**



Special Achievement Award for Young Carer

Congratulations to Nadia Roy who was presented with the Tony Fitzpatrick Special Achievement Award at this year's AGM. Nadia attends the Action for Children Young Carers Project and has used her own experiences to help other young carers settle into the project and re-assure them that getting support is OK and that they are not alone.

Nadia is proud to be a young carer and NLCT is delighted to recognise her role and the role of the many other young carers in North Lanarkshire.

Pictured below – Nadia Roy receiving the Tony Fitzpatrick Special Achievement Award from Aileen Fitzpatrick



Active Health Programmes in North Lanarkshire Extend to Children 12+

NL Leisure's Active Health Programme, in partnership with NHS Lanarkshire, provides a range of supported programmes to help individuals and carers realise the benefits of becoming more physically active and also assisting those who are recovering from minor or serious illness.

This has now been opened up to children 12+ under the Get Active Teens Programme.

The programme is for individuals who are able to exercise independently and who may have a range of low risk health issues. These issues could be generally physically inactive, low mood, requirement to improve mobility or support for addiction challenges. The programme is available in all NL Leisure venues and participation in this part of the programme is offered free of charge for an eight week period, incorporating unlimited use of the swimming pools, fitness gyms, health suites and fitness classes. Individuals will also receive a gym induction and two individual programme cards. At the end of the eight weeks, individuals may opt to join the Access NL Membership Scheme or pay per session as they attend the venues.

To find out more about the referral process you can contact Melanie Menzies – health and wellbeing manager on **01236 618310** or contact North Lanarkshire Carers Together on **01698 404055**

Carer's Allowance Supplement Update

Carers living in Scotland who were in receipt of Carer's Allowance from the Department of Work & Pensions on the qualifying date of Monday 16th April should receive the first payment of the Carer's Allowance supplement by mid-October.

The supplementary payment is £221 and those eligible will receive payments automatically. If you are in receipt of Carer's Allowance and have not received your supplement payment contact the Social Security Scotland Helpline for free on **0800 182 2222**



A full guide to Carer's Allowance Supplement can be downloaded from our website: www.carerstogether.org

Research Project: Understanding the Needs of Homecare Workers Supporting People with Dementia and Cancer

What is the aim of the study?

Many people with dementia, supported by family carers, prefer to live at home and often rely on homecare services as necessary support. The number of people with dementia and cancer (and other conditions) is increasing and this will add to the challenges for homecare workers.

The study is being funded by the Chief Scientist Office, Scotland and undertaken by researchers from the University of Stirling: Dr Nicola Cunningham, Dr Julie Cowie and Dr Karen Watchman. Karen Methven is the Research Fellow for this project.

First, we want to find out more about:

- What works well: what do people with dementia and cancer and their partners or family carers need from homecare worker support?
- What information and education would help homecare workers support people affected by dementia and cancer?
- What difficulties might there be accessing information and education?

This is the first stage of our research. We would like to talk to: people with dementia and cancer with their partners/family carers; homecare workers and homecare service managers about homecare support. If you would like to take part, please contact Dr Nicola Cunningham (Project Lead) via...

Email: n.a.cunningham@stir.ac.uk

Telephone: 01786 466356

Professionals – are you Carer Aware?

The team at North Lanarkshire Carers Together work in partnership with professionals from a range of backgrounds to provide information, signposting and access to carer support for unpaid carers in North Lanarkshire.

If you would like someone from the team to visit you to talk about carer identification, carers' issues, the new duties contained in the Carers Act and the range of services provided by North Lanarkshire Carers Together and our partners please contact Carolanne via email: carolanne@carerstogether.org

As part of a partnership approach North Lanarkshire Carers Together has developed a range of Carer Aware sessions to support GP's and healthcare professionals to identify carers and access them to the support and resources they need to improve their own quality of life and that of the person they care for. If you are a healthcare professional and would like us to provide a Carer Aware session to your team please contact Yvonne via email: yvonne@carerstogether.org



Carers Rights Day

Carers Rights Day is on Friday 30th November.

Our carer information workers will be planning information stands around North Lanarkshire to help carers know their rights and find out how to get the help and support they are entitled to.

If you are a group or organisation and would like to arrange a visit from our staff please contact Carolanne or Corinne on 01698 404055





Our Promise and Aims

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 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.



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Follow us on Twitter @nlct_carers

North Lanarkshire Carers Together is a campaigning organisation that gives carers a voice. Please get in touch with us, we want to hear your stories and represent your views in the planning and development of services, please contact enquiries@carerstogether.org

Our office is open from Monday to Friday 9.00am – 4.30pm.
For information to help in your caring role call us on: **01698 404055**
or book an appointment at: appointments@carerstogether.org



In association with...



You can also view our newsletter at...

www.carerstogether.org

