

**West Dunbartonshire  
Health and Social Care Partnership**

**Strategy for Carers  
Refresh 2018**

***Getting it Right for Every Carer***

**Strategy for Carers 2012 – 2022**

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## INTRODUCTION

West Dunbartonshire is pleased to present our “Getting it Right for Every Carer Strategy”, refresh for 2018, which has been developed in full recognition of the role and contribution carers make, not only to the person they support and to our communities. Our support and appreciation for carers and young carers in West Dunbartonshire is fundamental to ensuring that those in need of care receive it when required.

West Dunbartonshire Health and Social Care Partnership Board was established on the 1st July 2015 as the Integration Authority for West Dunbartonshire. It is responsible for the strategic planning and reporting of a range of health and social care services delegated to it by NHS Greater Glasgow & Clyde Health Board and West Dunbartonshire Council (which are described in full within its approved Integration Scheme).

The West Dunbartonshire Health and Social Care Partnership Board’s:

- Mission is to improve the health and wellbeing of those living in West Dunbartonshire.
- Purpose is to plan for and ensure the delivery of high quality health and social care services to and with the communities of West Dunbartonshire.
- Core values are protection; improvement; efficiency; transparency; fairness; collaboration; respect; and compassion.

Getting it Right for Every Carer is a key strategic priority for the Health and Social Care Partnership and acknowledges its purpose is to identify the priorities for developing support networks and options for carers who provide unpaid caring responsibilities to family, relatives, friends or neighbours regardless of age.

Carers reflect the diversity of Scotland's population. There are carers who work, carers who cannot work due to the impact of their caring role, carers can be of any age and include older carers and young carers under 16, lone parent carers, lifelong carers, student carers, BME

carers, LGBT carers, carers in remote and rural areas and many other types of carer. Just as carers come from all walks of life, so too are the people they care for. It is not straightforward to categorise caring situations or the impact this may have on the individuals.

To support all carers, West Dunbartonshire HSCP focuses on encouraging all partners to identify carers, assess their needs and ensure that supports are provided and that enhanced and targeted services meet the needs of the most vulnerable carers in West Dunbartonshire.

The Chief Officer and the Senior Management Team would like to thank everyone who contributed to the development of this Carers Strategy; and all those staff and colleagues who continue to work so hard to deliver high quality services to the communities of West Dunbartonshire.

An electronic version of this Getting it Right for Carers' Strategy – alongside further information about the work of the Health & Social Care Partnership and its Board – can be accessed at: [www.wdhscp.org.uk](http://www.wdhscp.org.uk)

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## 1. Getting it Right for Every Carer

*Anybody can become a carer at any time, sometimes for more than one person. In West Dunbartonshire, carers are now, and will remain, fundamental to strong families and partnerships and to resilient and cohesive communities. The lives of carers and the cared-for are closely intertwined, but they are not the same.*

West Dunbartonshire Health and Social Care Partnership's (HSCP) vision for the provision of carers' services across the West Dunbartonshire is to provide and commission services that improve the outcomes for carers and young carers who live in West Dunbartonshire.

Carers provide care to family members, other relatives, partners, friends and neighbours of any age affected by physical or mental illness (often long-term), disability, frailty or substance misuse. Sometimes the cared-for person will have more than one condition. Some carers care intensively or are life-long carers. Others care for shorter periods. The carer does not need to be living with the cared-for person to be a carer.

The Carers (Scotland) Act 2016 has defined "carer" as an individual who provides or intends to provide care for another individual. Carers can be any age, from children to older people, and from every community and culture. Some carers may be disabled or have care needs themselves.

"Young Carer" as a carer who is under 18 years old or is 18 years old and is still in school.

"Adult Carer" as a carer who is a least 18 years old but is not a young carer.

Although there are important distinctions to be drawn between young carers and adult carers, there are similarities in the caring experiences. There are also important transition issues, especially with regard to support for older young carers aged over 18.

We believe that by working together, and in partnership with carers and carers' organisations, we can support them to maximise their potential and develop the knowledge and skills they require to continue in their caring role.

The Carers (Scotland) Act 2016 commences on 1st April 2018. The implementation of the Act has required a significant programme of preparation with carers, staff groups and wider community organisations and representatives.

As a partnership working with carers, their families and carers' organisations, we have focused the development of this Strategy and our preparation for the Act through the West Dunbartonshire Carers Development Group; a long established multi-agency group with carer and staff representation across our communities.

To identify the key priorities for West Dunbartonshire as outlined in this Strategy, the HSCP alongside Carers of West Dunbartonshire and Y Sort It have hosted local events, on-line surveys and focus groups for carers and carers' representatives to come together to plan, review and deliver effective and timeous carer supports.

The focus of the refresh of the Carers' Strategy reflects the requirements of the Scottish Government as they relate to carers' services and lays out the continuing commitment of West Dunbartonshire Community Health and Care Partnership (HSCP) to work with carers as partners rather than as recipients of health and social care services.

## **2. Policy Context**

Since the inception of the local Carers Development Group there has been an increasing focus nationally in addressing the needs of carers through support to carers via carers' assessments and by recognising carers as partners in the provision of care and support.

The importance of supporting carers and enabling people to live independently at home are both well established aspects of the Scottish Government's approach to health and social care.

The Scottish Government recognises the crucial contribution which unpaid carers make to Scottish society and acknowledges that the levels of unpaid care will grow. As well as understanding the importance of supporting young carers and of relieving them of inappropriate caring roles that can impact on their health, well-being and development.

The Carer (Scotland) Act 2016 contributes to the Scottish Government's vision of a healthier and fairer Scotland, and sits within the wider policy landscape including: integration of Health and Social Care; GP contract; National Clinical Strategy; new social security powers; and Fair Work agenda.

The Carers (Scotland) Act 2016 seeks to ensure better and more consistent support for both adult carers (745,000 approximately identified in Scotland) and young carers (44,000 approximately identified in Scotland) so that they can continue to care in better health and to have a life alongside caring.

Currently there is approximately 17% of Scotland's population in an adult caring role and 5% of children and young people (age 4-17) who are young carers.

The Carer (Scotland) Act 2016 Act covers a range of areas relating to supporting carers including a number of new duties and requirements:

A duty to prepare an adult care support plan (ACSP) or young carer statement (YCS) for anyone they identify as a carer, or for any carer who requests one.
A duty to provide support to carers that meet local eligibility criteria
Requires IJBs to involve carers in carers' services
To establish and maintain advice and information services for carers
Introduces the requirement for a timescale for preparing a support plan for the carer of a terminally ill person
Introduces the requirement for carers to be involved in the hospital discharge procedures of the person they care for
Provides a requirement for an adult carer support plan or young carer statement to include emergency plans
Provides a requirement that the IJBs when determining whether to provide support to a carer, must consider whether the support should take the form of or include a break from caring

The HSCP Scheme of Establishment clearly states the HSCP's commitment to engaging with carers within the wider context of its responsibilities for strategic planning and service performance management (i.e. to ensure that the HSCP plans and delivers services that meet the needs of the communities that it serves).



### 3. Identification of Carers

West Dunbartonshire lies north of the River Clyde encompassing urban and rural communities. According to the National Records for Scotland, the 2016 population for West Dunbartonshire is 89,860; an increase of 0.3 per cent from 89,590 in 2015. The population of West Dunbartonshire accounts for 1.7 per cent of the total population of Scotland.

The upward shift in the age range of the population means that there is an increasing older people's population which will have an impact for carers of all ages; as carers get older they take on more caring responsibility. Consultation and engagement with partners and carers presented the HSCP with overwhelming results that older people wish to be considered as active citizens playing a role within their own communities and that carers wish to be active in the review and planning of local services.

It is estimated that there are approximately 13,000 carers living in West Dunbartonshire.<sup>[1]</sup> It is not straightforward to categorise caring situations. For example, a person with dementia may also be frail and elderly or a person with a learning disability may also have a mental ill health. Many children and young people are carers, they may, for example, look after a parent who is ill, disabled or who is addicted to drugs or alcohol.

In preparation for the Carers Act the HSCP identified approximately 1,320 carers mid-2017 and 54% of these carers lived with the cared for person. There are a total of almost 3,800 carers known to the third sector organisations<sup>[4]</sup>, of those 48% of carers are themselves aged 65 and over and 70% of the cared for are aged 60 and over. There is an expected increase of 24% in the over 65 population over the next 10 years.

The number of young carers appears to remain consistent over the next ten years with no real changes in the predicted numbers of carers of young people.

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Carers of West Dunbartonshire 2012

#### 4. Assessing the needs of carers

There is considerable research and local practice knowledge of the physical and emotional stresses related to caring and evidence of the ill-health experienced by carers as a result. Many carers say that it is a privilege to care for a loved-one and that caring brings rewards and a great deal of satisfaction.

However, being a carer means that a loved-one, friend or neighbour is ill or frail or has a disability or a substance misuse problem. This can have a significant impact on carers' lives. Sometimes carers look after family members and others in very difficult and challenging circumstances, and because they feel obliged rather than because it is what they want to do.

As a Health and Social Care Partnership (HSCP), providing services to the cared-for person, we should never assume that people want or choose to be carers and we should also not make assumptions about the time commitment people have for caring.

The HSCP is committed to a unifying approach to working with carers in West Dunbartonshire and ensuring that carers have access to advice, information and support. As such the HSCP works with patients and clients to provide a high quality of care and recognises the need to support carers to continue in their caring role.

West Dunbartonshire Adult Carer Support Plan	Informal assessment and planning may be enough for some carers and other may need additional information to contribute to the formal assessment for an Adult Carer Support Plan
	Assessment and information gathering is a shared responsibility and should involve carers, practitioners and carers representatives as appropriate.
	The processes and systems of assessment and information gathering need to be simple, accessible and user friendly.

West Dunbartonshire Young Carers Statement	Informal assessment and planning may be enough for some carers and other may need additional information to contribute to the formal assessment for a Young Carer Statement.
	Assessment and information gathering is a shared responsibility and should involve carers, practitioners and carers representatives as appropriate.
	The processes and systems of assessment and information gathering need to be simple, accessible and user friendly.

Carers, whatever their circumstances, should be able to enjoy the same opportunities in life as other people without caring responsibilities. They should also be able to achieve their full potential as citizens.

Carers have consistently highlighted that they can derive considerable benefit from support in their caring role and that services delivered to patients and carers can help them enjoy a quality of life out-with their caring responsibilities, and enable them to sustain the caring they provide.

The HSCP aims to build on and improve support to carers, it is necessary to articulate a clear vision of the future for carers. To achieve consistent expectations of what carers can reasonably and safely provide, when supporting loved ones at home, and greater flexibility in responding to the needs of individuals. For young carers, in particular, we aim to identify and reduce the numbers of young carers undertaking inappropriate roles; by raising awareness of young carers to improve their ability to access help and support.

The HSCP will work to support carers of all ages with their caring role through assessing their needs for health and social care services. Carers have a vital role in the way in which we develop social and health care services in West Dunbartonshire and we are extremely fortunate to have regular dialogue with carers.

It has been well documented that carers need; access to good information, to be able to seek assistance timeously, to know how to access support and how to make the best use of it. This is true both for carers of people receiving services and for carers unknown to services.

All carers, including young carers, have the right to an assessment to identify the help that they may need to go on caring. The HSCP works in partnership with all agencies in a family centred approach to assessing and meeting needs of carers of all ages and promoting inclusion whenever possible.

Those carers who choose not to have their needs formally assessed will, as far as possible, be provided with information, advice and signposted towards available community supports. It is necessary to maintain a focus on the provision of timely, accurate and good quality assessment, information and advice not only when someone is new to caring but also whenever information and advice is needed.

Young carers often have mixed feelings about their caring role. For some it can be a positive and rewarding experience, giving them a sense of purpose, building confidence and self esteem. However they may feel angry, guilty or frustrated when caring gets in the way of the life they would like to lead.

Young carers and their families need an assessment which will take account of both their individual needs and the needs of the family as a whole. Many families do not realise that there is help available, and take it for granted that they must just "get on with it". They are also often very reluctant to talk to anyone about their problems as they think it will reflect badly on their ability to cope. Parents sometimes fear that if they talk to anyone or ask for help, their child will be taken away from them. A young carer may assume that their family will be broken up, that they will lose control over decision making or that they may be prevented from providing care at all.

The HSCP works with people using our services to offer more flexibility, choice and control over their support so that they can live at home more independently. It is important that our local services create arrangements which will facilitate more choice and control over service provision and promote the opportunities for patients/clients.

This will include ensuring built in flexibility by the introduction of framework agreements that enable individuals to access these services via Self-Directed Support (SDS) options. Direct payments for social care have enabled people who use them to achieve greater independence. We have a duty to offer a direct payment to eligible people assessed as needing community care services, this payment can be used to purchase all defined community care services and support, except long term residential accommodation.

#### **5. Carers in need of support**

The Health and Social Care Partnership ensures all carers are offered an assessment by the HSCP or by local carer organisations; any carer who appears to have a need for support should be offered an assessment.

All carers are entitled to an assessment regardless of the amount or type of care they provide, their financial means or their level of need for support. A carer does not necessarily have to live with the person being cared for or be caring full-time to have an assessment.

There are a range of support services which can be offered to carers following an assessment of need:

<b>Support for carers</b>	
<p>Access to personalised, flexible short breaks provision is crucial. Short breaks (also known as respite services) are a key support for carers. There has been significant investment to increase these services in West Dunbartonshire in recent years. The HSCP is committed to ensuring flexible initiatives based on individuals' assessed needs and circumstances to support carers to have time away from caring.</p>	All carers
<p>The HSCP is committed to providing the right type of information at the right time to carers, depending on their particular circumstances. Carers want up-to-date information. All HSCP services and partners play an important role in providing information that can help carers to understand and deal with difficult or challenging circumstances.</p>	All carers
<p>In recognition of the key role carers play in providing care, they have access to opportunities for building their confidence and capacity in their caring role. This addresses the broad spectrum of the emotional impact and practical demands of caring, including moving and handling awareness, managing medication and managing carers' own health and well-being.</p>	All carers
<p>The HSCP and the third sector partners have been providing key carer support services within West Dunbartonshire for several years. The organisations have a long standing effective partnership with the HSCP as part of their service level agreements and strategic partnership agreements. Through partnership with the third sector, opportunities continue to be offered to carers to develop their skills and knowledge; encompassing condition specific training and more general issues.</p>	All carers

<p>The HSCP is committed to identifying, assessing and supporting carers in a personalised and outcome-focused way and on a consistent and uniform basis (including the provision of short breaks or respite).</p>	<p>All carers</p>
<p>The emphasis for the HSCP is on early intervention and preventative support; by identifying the most vulnerable carers based on assessment of their need taking account of the nature and level of risk. By working in partnership across services, our preventative approach supports early identification of the most vulnerable within our communities and their carers, thus supporting access and availability to the necessary supports that enable continued quality-of-life and in turn to prevent crisis.</p>	<p>All carers</p>
<p>By aligning the development of supported self and carer's support, we aim to bring together our investment from a range of key policy developments to facilitate and expand opportunities for models of co-production and community capacity building.</p>	<p>All carers</p>

## **6. Carers As Partners**

The Health and Social Care Partnership has a strong track-record of engaging and building relationships with carers through existing and established forums, local organisations and carers groups. There are a range of local carer specific support groups as well as carers' representatives within community groups working West Dunbartonshire. Carers' issues are broadly represented across a number of planning and improvement structures within West Dunbartonshire, including the community planning structures.

The participation of everyone in the community is important to the planning and delivery of the best possible services for West Dunbartonshire. The HSCP needs the voices of users of services, families and their carers from across our communities to help constantly improve the care provided. Recognising that time is precious, the Local Engagement Network (LEN) has been developed as a dynamic forum for citizens to engage, share experiences and help to make sure that every user of services can gain the maximum benefit from the services provided by West Dunbartonshire Health and Social Care Partnership.

Throughout 2017, a number of carer specific Local Engagement Network meetings and on-line carers' survey were hosted by the HSCP, CVS and local carer organisations to hear from carers; ensuring that carers are treated as equal partners and that they have access to a range of services which will support them with their caring role. These sessions asked carers to identify local priorities for carers; to consider and agree the local eligibility criteria; support the development of the short breaks statement as well as develop the Adult Carer Support Plans and Young Carers Statements; as well as an opportunity for the HSCP to share the progress on the local implementation of the Carers (Scotland) Act.

This culminated in Carer Co-Production Event in November 2017 hosted by the HSCP Board Convenor Councillor Marie McNair and HSCP Chief Officer Beth Culshaw alongside Carers of West Dunbartonshire, Y Sort it and the National Coalition of Carers.



The focus of the Co-Production event was to:

- Share the stories of carers within West Dunbartonshire via video clips
- Listen to carers on key consultation areas within the groups
- Support carers to continue in their caring role
- Celebrate where good practice exists and where carers feel supported and empowered
- Identify where there are issues or concerns for carers
- Ensure we have appropriate and timeous support for carers.

Additionally for the past ten years, statutory and voluntary partners and practitioners have come together alongside carers in the local Carers Development Group to deliver on the joint Carers Implementation Plan to agree joint working, share good practice and meet the needs of carers in a collaborative and constructive way.

The Third Sector Interface has been an active partner within West Dunbartonshire for a number of years, prior to the integration of health and social work. This joint working is seen as part of a wider integrated approach between third sector and statutory services on issues such as carers' support and carers' assessments accessed via the carers' centres and signposting carers to appropriate services across the system.

Being a carer is complex not just practically but also emotionally and the true voice of carers is vital to our planning, review and delivery of service alongside our partners; and we continue to be grateful to the carers who give up their time to help guide us to provide appropriate and timeous supports for all carers.

## **7. Measuring Success**

The HSCP already has an established Carers' Development Group; the membership of the Group was refreshed in 2017 led by the local Carers Lead to ensure all partners and stakeholders were represented; carers from a variety of carer experiences; local carer organisations working with adult and young carers; the Third Sector Interface; HSCP operational managers from all services adults, older people and children; Primary Care and the Council's Education service.

In 2017, this group was successful in a bid to Scottish Government for a pilot to cement our current carers support within our local Community Hospital Discharge service. This is a long standing partnership between operational community health and social care services and Carers of West Dunbartonshire with carers' support services at the centre of admission and discharge planning processes.

The Carers Development Group also worked together to complete and return the Scottish Government's self evaluation Carers Toolkit for West Dunbartonshire; ensuring success was measured and areas for development were identified and progressed as a partnership.

Joint reporting protocols were established between the HSCP and third sector partners to ensure continued monitoring of the numbers of carers' assessment being carried out, the type of carer support required as well as having the opportunity for identifying trends and gaps for more detailed analysis.

Continued performance is evidenced through outputs relating the numbers of carers identified, numbers of carers with support plans, the number of people receiving a short break and total numbers of respite provided. Outcomes for carers are recorded and reported via carer's support plans; for example percentage of carers who feel supported and capable to continue in their role as a carer. Specific targets relate directly to the impact of additional

investment for example tracking the number of weeks of respite provided for carers of older people with Dementia.

<b>Key Achievements in 2017 – 2018</b>	
Reviewing of our local recording systems across HSCP and partners	Completed
Reviewing Adult Carers Support Plan with partners and carers	Completed
Reviewing Young Carer Statement with partners and carers	Completed
Drafting Eligibility Criteria for consultation with carers and practitioners	Completed
Mapping current information available for carers, professionals and practitioners	Completed
Engagement with carers and carers representatives	Completed
Awareness raising with practitioners, GPs and staff across community health and care	Completed
Identify Older Carers as part of the Early Discharge process	Completed
Identify Carers of people diagnosed with Dementia	Completed
Carer pathways between GPs and carers services in third sector	Completed
A programme of carer awareness training has been delivered to frontline and support staff, GPs, nurses and specialist services	Completed

As well as working towards meeting the requirements of the Carer (Scotland) Act there has been significant progress made to ensure carers are able to continue in their caring role, however the HSCP is not complacent.

## **8. Action Points**

The priorities identified and specified within this Strategy and within other work-streams for the HSCP affect carers in our communities and impact on a range of community health and social care services.

The implementation of this Strategy will be led by a partnership approach by the HSCP with carers, the third and independent sector whose expertise as a collective will be invaluable to ensure the implementation plan is realistic, achievable and inextricably linked to the needs of carers in West Dunbartonshire.

In developing effective strategies to support carers, a wider range of partners, beyond health and social care, need to respond to the needs of carers with the aim of enabling carers to continue to live fulfilled lives, notwithstanding their caring responsibilities. Making a reality of the aspirations of the HSCP for carers is only likely if local partners develop robust joint commissioning strategies across care groups which are developed and monitored in conjunction with carers and their representative organisations.

Notwithstanding though, the financial impact of waiving of charges for carers has not been quantified. There is a risk this may place significant pressure on West Dunbartonshire HSCP, finance colleagues are working to further explore the potential impact of waiving of charges for carers.

Additional resources are required to undertake carers' assessments, Self-Directed Support and care management and this will require to be regularly monitored by the Carers' Development Group and will be reported into the HSCP SMT with any capacity requirements identified. There is local work required to develop a financial, governance and Carefirst solution to offer SDS options to carers eligible for local authority support.

The HSCP will continue to working to identify carers in need of support whilst acknowledging there is risk that the expectations of carers around eligibility criteria cannot be supported by available resources and / or allocated funding. There has been a formal consultation with carers on the eligibility criteria to create a greater shared understanding on how their needs can be best met.

Key Work streams	Actions
Identification of Carers	<p>Continue our programme to raise awareness with staff, stakeholders and partners of what it means to be a carer as an adult and as a young person</p> <p>Work across and with our communities to help them to understand the support available to carers particularly vulnerable carers</p>
Assessing the needs of carers	<p>Continue our programme to raise awareness with staff, stakeholders and partners of the needs of carers as adults and young people</p> <p>Implement our new Tier 1 and Tier 2 Carers Assessments to ensure all carers are able to identify and describe their needs</p> <p>Implement Young Carer Statement across partner agencies working with young people</p>
Carers in need of support	<p>Refresh current mapping of carers support available across communities and identify gaps</p> <p>Continue to raise awareness of single point of access across adults and older people's services</p> <p>Continue to review the information, advice and signposting available to carers</p>

Key Work streams	Actions
Carers as Partners	<p>Continue to work with carers and their representatives within the review, planning and delivery of local services</p> <p>Continue to seek opportunities to work with carers and their representatives on specific and targeted programmes of work e.g. hospital discharge and addictions issues</p>
Measuring Success	<p>Review the data being gathered as part of the Carers Census as well as existing performance measurers</p> <p>Continue to monitor carers experiences through a variety of methods including focus groups, surveys and complaints</p>
Financial Framework	Develop a robust financial framework linked to additional and existing funding available for carers

Carers as partners are fundamental to the local approach going forward alongside partners from across community health and care services. This Strategy continues to focus on good quality and timeous information and support for carers at all stages of their caring journey.

## Appendix 1

### Eligibility Criteria

#### WDHSCP Draft Local Eligibility Criteria in response to Carers (Scotland) Act 2016

Part 3 of the Carers (Scotland) Act 2016 introduces an explicit duty for LA's to support carers who meet local eligibility criteria.

When setting its local eligibility criteria a LA is required to:

- consult and involve appropriate persons and representatives of carers organisations
- publish criteria by 31/3/18
- review criteria

West Dunbartonshire Health and Social Care Partnership is committed to ensuring carers can access support to ensure they are able to continue in their caring role and consequently believe that the best option for carers and their cared for people is to have an eligibility criteria which reflects this position.

The eligibility criteria to be adopted within West Dunbartonshire for carers; ensures that no carer will be excluded from receiving support from a range of opportunities, wider agencies and support organisations following assessment; thus supporting a preventative and early intervention approach to supporting carers.

In West Dunbartonshire, carers are able to access support as appropriate to their assessed needs and the forthcoming legislation will enhance the existing position and will support current practice. It is believed that the proposed eligibility criteria in West Dunbartonshire will ensure there are no barriers to carers accessing support and services.

All carers are offered a carers' assessment and support offered will be based on assessed need.

Threshold; a person needs to be a carer; this can be of any age.

The support offered can include for example respite; care at home services; Technology Enabled Care; onward referral to third sector and community support services for adults, children and young people.

West Dunbartonshire HSCP undertook a process of consultation and involvement with carers to determine carers wishes and views thus ensuring that any local eligibility criteria met the needs of local carers. The local eligibility criteria will be published by 31<sup>st</sup> March 2018 as stipulated by the Scottish Government and required by the Carers (Scotland) Act 2016. It will be monitored and reviewed after implementation in April 2018 to ensure it continues to meet the needs of our local carers and again as stipulated by the Scottish Governments and as required by the Carers (Scotland) Act 2016.

The local eligibility criteria for West Dunbartonshire:

Step 1	Tier One	Carer Conversation is recorded within the cared for persons Single Shared Assessment (SSA)	Workers should have a conversation with the carer and record this conversation within the SSA of the cared for person which should then be input into Carefirst. This conversation and subsequent record will contain relevant questions around the caring role that the carer is undertaking detailing the type of support being provided by the carer.  The final question will be -  Is there a requirement for Adult Carers Support Plan or Young Carer Statement?  If the answer to this is YES the worker should then move onto completing a Tier 2 Adult Carer Support Plan.
Step 2	Tier Two	Adult Carer Support Plan or Young Carer Statement	Tier 2 Adult Carer Support Plans or Young carer Statements should be completed after a Tier 1 Carer Conversation has taken place and it has been identified that the carer needs or has requested a full Adult Carer Support Plan. This Tier 2 form will contain more detail than the initial Tier 1 Carer Conversation within the SSA of the cared for person and will detail the support required for the carer and the personal outcomes that the carer wants to meet. This form will be loaded into Carefirst.  What support is required from <ul style="list-style-type: none"> <li>• statutory sector</li> <li>• third sector</li> <li>• independent sector</li> <li>• self-management / social prescribing?</li> </ul>
Step 3	Outcomes	Adult Carer Support Plan or Young Carer Statement	Will be captured by the Tier 2 Adult Carer Support Plan or Young Carer Statement as above.  What level of support will be provided by: <ul style="list-style-type: none"> <li>• statutory sector</li> <li>• third sector</li> <li>• independent sector</li> </ul>

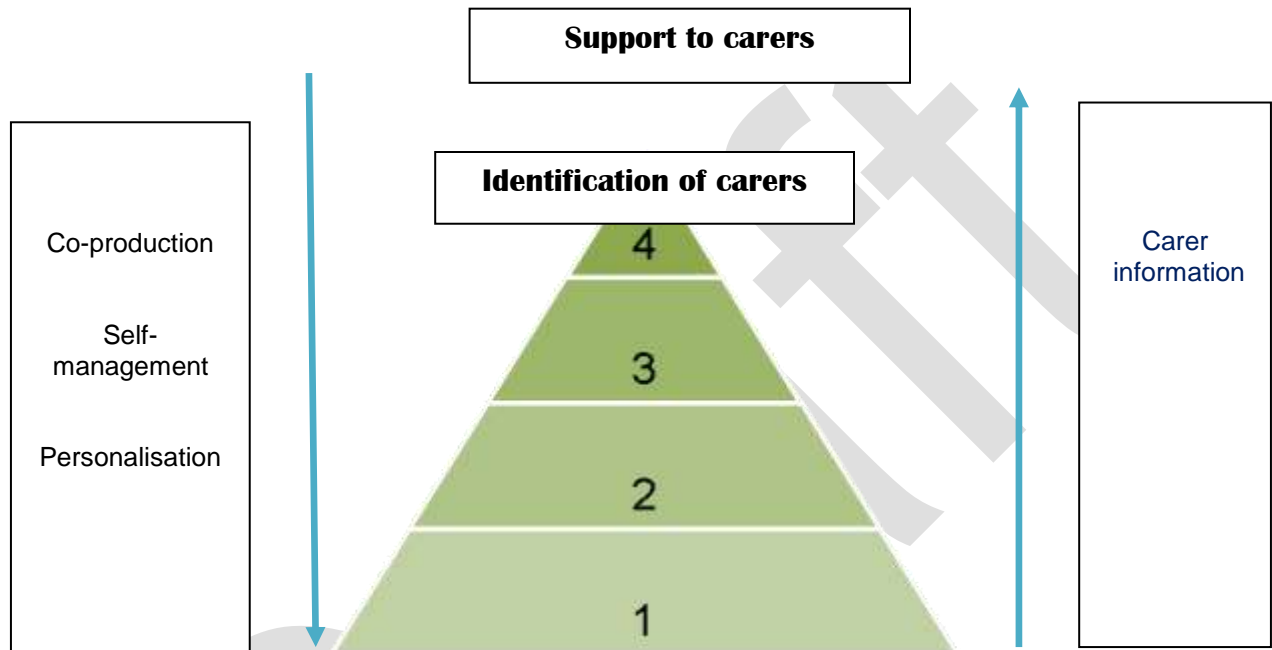


Step 4	Service	Self-Directed Services	Workers will explain how carers can have their support arranged i.e. the 4 self-directed support options and will assist the carer to choose from the 4 Self Directed Support options available.
Step 5	Service Review	Adult Carer Support Plan or Young Carer Statement	The Tier 2 Adult Carer Support Plan or Young Carer Statement will remain in place until a review is undertaken. Review of support will normally take place annually <b>or</b> when there has been a significant change to the carers or to the cared for persons circumstances. The review of the ACSP can be done by statutory services or third sector partners.

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## Appendix 2

### Model for Enabling Carers in West Dunbartonshire



If you have any comments on this Strategy please send them to:

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