

Information for Carers

Inside this booklet you will find information on what to expect:

The Carers (Scotland) Act

When You Make An Adult Support Plan

If The Person You Care For Is Being Assessed

If You Are Considering A Short Break

When Accessing Self-Directed Support

When You Make An Emergency Plan

The Person You Care For Is Being Discharged

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 to expect The Carers (Scotland) Act

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. Your local carer centre is a good place to start



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



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 support organisations. If this is the case there will be no further action. Your plan will let you know the circumstances that your plan will be reviewed



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.

Orkney Health and Care (OHAC) also have a **duty to involve carers, as far as reasonable and practical, when the person they care for is being discharged from hospital**. Please see our hospital discharge section for further details.

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 in being involved in local carer strategy development, Crossroads Orkney or OHAC is a good place to find out more.

Where can I find out more about getting support as a carer?

You can contact the Adult Social Work team at Orkney Islands Council for a carers assessment, to find out your support needs as a carer. They can give you information on the services available locally. If you are not eligible please call Advocacy Orkney to help find other options available.

“

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

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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 range of **What to expect when** leaflets include:

1. You make an adult carer support plan
2. The person you care for is being assessed
3. You are considering a short break
4. You decide which self directed support option is right for you
5. You make an emergency plan
6. The person you care for is being discharged from hospital

The Scottish Government has published a Carers' charter summarising carers' rights under the Act.



Advocacy Orkney
Anchor Buildings
6 Bridge Street
Kirkwall. KW15 1HR

T 01856 870111

E info@advocacyorkney.org

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 also a carer.

What to expect when You make an adult carer support plan

What is an adult carer support plan?

An adult carer support plan (ACSP) starts with a conversation where you discuss your caring role and what is important to you in your life. It helps plan what could help you work towards your goals.

Why is an adult carer support plan important?

An adult carer support plan helps you to think about what support you might need if you wish to continue caring and what could help you to have a life alongside caring. The plan sets out any needs you have and how they will be met.

Making a plan also helps to decide which level you reach in the local eligibility criteria for support. This will be used to decide what support you **have a right to**.

No matter what level you are, every carer can access information and support from community organisations like Crossroads Orkney or Enable and you may also be able to access other forms of support too.



The Carers Act

As of April 2018, the Act means all adult carers have the right to an adult carer support plan. For young carers this is called a young carer statement.

Orkney Islands Council have new duties to support carers which include

- A power to support carers and a duty to support carers who have needs that meet the local eligibility criteria for Orkney
- A duty to provide an information and advice service to carers
- A duty to publish a Short Breaks Services Statement by 31 December 2018

Orkney Health and Care (OHAC) also have a duty to involve carers in discharge from hospital and a duty to prepare a local carer strategy with the relevant authority.

How do you make an adult carer support plan?

Before you have a conversation with your worker it can help to think of a typical day helping the person you care for and make a note of your needs and concerns. If the caring situation changes a lot over time, think about what a good and bad day look like. Also think about the things that could help you cope with caring.

Your worker might talk about outcomes with you. Outcomes are a way of describing what is important to you and what your aims and hopes are. Some examples of outcomes are:

- Being as well as you can be
- Feeling valued
- Feeling informed
- Having a life outside of caring
- Being listened to

The key points of the conversation are written down with agreed actions and this becomes the adult carer support plan. You will have a copy to keep. If you wish, a copy can also be given to any other person you choose.

How can I find out more about having an adult carer support plan?

To find out more or to get an ACSP/carers assessment, you should contact the Adult Social Work team at Orkney Islands Council on 01856 873535 between the hours 9:00 and 13:00. They can give you information on the services available locally.

If you are not eligible or need any support for your carers assessment, please call Advocacy Orkney on 01856 870111 to help find other options available for you.



Examples of support for carers

- Information and advice
- Welfare rights and advocacy
- Carer cafes and support groups
- Short breaks or respite
- Counselling or one to one support
- Relaxation therapies, stress management sessions
- Carer training courses
- Leisure activities like walking groups, swimming, singing or art.



For more information, please contact:

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Supporting your voice



Do you provide care for someone?

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What to expect when The person you care for is being assessed

What is an assessment?

A care assessment gathers information about the needs, strengths, risks and wishes a person has and helps decide the best way the person can be supported to achieve their goals and outcomes and to live as best as they can.

Outcomes are a way of describing what is important to you and what you are trying to achieve. Some examples of outcomes are:

- **Being healthy and as well as you can be**
- **Feeling valued and being listened to**
- **Having positive and meaningful relationships**

A care assessment is not a medical assessment. A medical assessment decides health care needs, diagnosis and treatment and is undertaken by a medical professional.

Why is an assessment important?

An assessment helps decide what support is needed for the person to manage, keep safe and live as well as they can.

Types of support which may available: **home care, personal care, day care, occupational therapy, short breaks, physiotherapy, shopping, laundry service, meals, residential care, equipment or telecare.**

People should be supported to choose the support and services that best meet their outcomes. **Self Directed Support** offers 4 different ways of delivering and managing the support and is used to help work out with the person who needs support when and how the support will be delivered. Self directed support gives the person as much choice and control of their support as they want.

The Carers Act

Since April 2018, the Act gives all carers the right to an adult carer support plan or young carer statement.

Orkney Islands Council also have duties to support carers including

- A duty to support carers who have needs that meet the local eligibility criteria
- A duty to provide information to carers



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.

Orkney Health and Care also have a duty to involve carers when the person they care for is being discharged from hospital. Please see our hospital discharge section for further details.

Is there a cost?

The person may be expected to pay towards some of these services, so it is likely there will need to be a financial assessment to maximise the person's income and decide their contribution to the cost.

Who completes the assessment?

Depending on arrangements in your local area, the assessment may be carried out by a social worker, care manager, community support worker or occupational therapist.

As their carer how can I be involved in the assessment?

The assessment is about the person being cared for but it must take your views and opinions into account as far as is reasonable and practical. If the person you care for has capacity to make their own decisions they have a right to decide if you can be involved in their assessment.

Sometimes there may be a difference of opinion between you and the person you care for. The worker will consider how to manage this information in the assessment and how you both might be supported to resolve this. It may be useful to access an advocacy service to help clarify each person's views.

Before you have a conversation with the worker carrying out the assessment, it can help to think of a typical day helping the person you care for and make a note of their needs and any concerns you have. If the caring situation changes a lot over time think about what both a good and a bad day look like. If you don't feel comfortable discussing this in front of the person you care for you can ask to speak to the worker alone or arrange to make a telephone call to share your views.

Think about what care you are providing. You need to be clear and realistic about what care you are willing and able to provide in the future. It could help to request an adult carer support plan or young carer statement to discuss what could help you cope with your caring role.

Where can I find out more about an assessment for the person I care for?

You can ask the person you care for to let you know who is carrying out the assessment, as they should have the name and details of the worker who is responsible for their assessment or review.

If the person does not know who this is, or if you want to refer the person for assessment, with their permission (where relevant), you should contact the Adult Social Work Team at Orkney Islands Council on 01856 873535 between the hours 9:00 and 13:00.

If you are not eligible or need any support with Self-Directed Support, please call Advocacy Orkney on 01856 870111 to help find other options available for you.



“

You don't know what you don't know. The assessment helped us find out what help was available.

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– Carer supporting his wife living with dementia

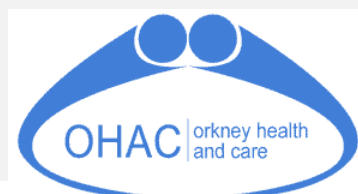
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What to expect when You are considering a short break

What is a short break?

A short break (sometimes called respite) is a form of support which enables you to have time away from your caring routines or responsibilities.

Why are short breaks important?

A short break aims to support your caring relationship and promote your health and well being. Having a break can also help the person you support and other family members affected by the caring situation. Short breaks can help you to have a life alongside caring.

What kind of short breaks are there?

There are a great variety of short breaks across Scotland. The type of short break that is right for you will depend on your own needs and circumstances. Examples of short breaks that may be available include:

- Holiday or leisure breaks (with or without the person you care for)
- Sports or activity breaks (with or without the person you care for)
- Breaks at day care for the person you care for or a home through the day or overnight (with support from a care at home service) or in a care home



The Carers Act

From April 2018, the Act gives all adult carers the right to an adult carer support plan. For young carers it is called a young carer statement.

Although there is no duty for the Orkney Island Council to provide a short break, they must consider whether support to you as a carer should take the form of or include a break from caring.

Orkney Islands Council now have duties to support carers which include:

- A power to support all carers and a duty to support those carers who have needs that meet local eligibility criteria
- Duty to publish a Short Breaks Services Statement by 31 December 2018
- Duty to provide an information and advice service for carers



*Kalisgarth Care Centre -
Westray*

- Breaks at day care for the person you care for at home through the day or overnight (with support from a care at home service) or in a care home
- Specialist play schemes or after school clubs for the child that you care for
- Befriending
- Funding to do something that is important to you that helps you have a break e.g. relaxation therapies, going out for a meal or to the cinema or getting a magazine subscription

See Shared Care Scotland's Short Breaks Directory for more ideas and examples
www.sharedcarescotland.org.uk

How do I find out more about having a short break?

Orkney has eligibility criteria and thresholds to access different supports. You may need to complete an adult carer support plan or young carer statement to help you plan what matters to you and find out what support, including short breaks you can access.

You and your family or carers may wish to take advantage of a short respite break in a care home in Orkney. Depending on your personal care needs, breaks can be booked at St Peter's House in Stromness, Smiddybrae House in Dounby, St Rognvald's House in Kirkwall, Kalisgarth in Westray or Braeburn Court and at Very Sheltered Housing, Eunson Kloss in Kirkwall.

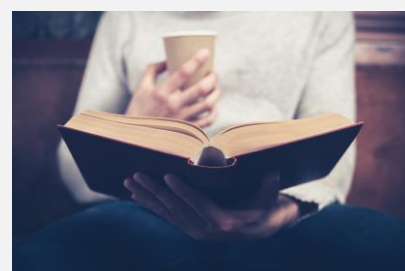
To arrange an assessment for a respite break, you or your carer can contact the Adult Services Teams at School Place on 01856873535. If you do not already have a worker in the Adult Services Teams one will be allocated to you to do a Single Shared Assessment and book the break that you need.

“

The tablet is amazing, my son uses it for nursery rhymes which makes him happy and it allows me to do course work at night once he is settled

”

-Carer who received a tablet via Short Breaks Brokerage



For more information, please contact:

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What to expect when Accessing Self-directed Support as a carer

What is Self-directed Support?

Self-directed Support is the way that social care and support is organised in Scotland. Self-directed Support aims to give you choice and control at the level you want. There are 4 options:

1. **Direct payment-** you receive the funds to buy support yourself
2. **Individual service fund-** You choose the support you would like and it is arranged for you
3. **Traditional services-** your local health and social care partnership arrange support on your behalf
4. **A mixture of 1,2 and/or 3-** you can combine the options in the way that suits you best

The person you care for may already be accessing Self-directed Support. As a carer you may also be able to access Self-directed Support for your own support needs

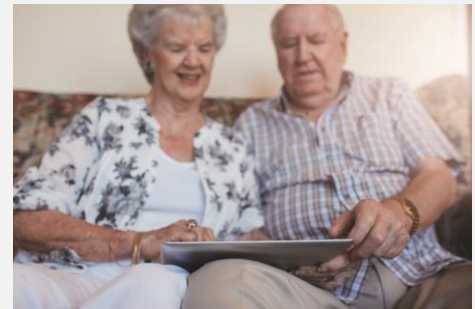
When would I be offered Self-directed Support?

All carers are entitled to an adult carer support plan or young carer statement and this is the first step to accessing Self-directed Support. You can find out how to request one from your local carer centre or social work department.

An adult carer support plan or young carer statement starts as a conversation with a worker about the things that are important to you in your life. These are described as outcomes. Some examples of outcomes are:

- I want to improve my health and be as well as I can be
- I want to feel valued and listened to
- I want to spend more time with my friends and grandchildren

The Carers Act



As a result of the Act, all carers have the right to an adult carer support plan or young carer statement. You can find out more in our leaflet 'What to expect when you make an adult carer support plan.'

In addition, Local Authorities have duties to support carers including;

- **A duty to provide information to carers**
- **A duty to support carers who have needs that meet the local eligibility criteria**

When carers meet Orkney's eligibility criteria they are able to access Self-directed Support to meet their identified needs and outcomes. Outcomes are a way of describing what is important to you and what your aims and hopes are.

Orkney Health and Care (OHAC) also have a duty to involve carers when the person they care for is being discharged from hospital. You can find out more in our leaflet 'What to expect when the person you care for is being discharged from hospital.'

Eligibility criteria

The adult carer support plan or young carer statement is used to make a decision about whether you meet the local eligibility criteria. These are rules to decide what support you might be entitled to. If you meet the threshold, OIC has a **duty** to meet your needs and will offer Self-directed Support options to you.

How do I decide which Self-directed Support option will work best for me?

It is important to think about what support you need to access and how much choice and control you want, as different levels of choice and control mean different levels of responsibility.

It can help to write a list of pros and cons of each option or to talk them through with your worker. Many areas have Self-directed Support advisors and services to help you manage your budget. Don't worry if things change or if you decide it's not right for you, you can request a review and discuss different options.

What can Self-directed Support be used for?

This will depend on what is agreed on in your adult carer support plan or young carer statement and what could help you to achieve your outcomes.

Some examples of how carers have used Self-directed Support include:

- A cleaner to do housework
- A washing machine and tumble drier
- A short break
- Replacement care to attend a leisure activity



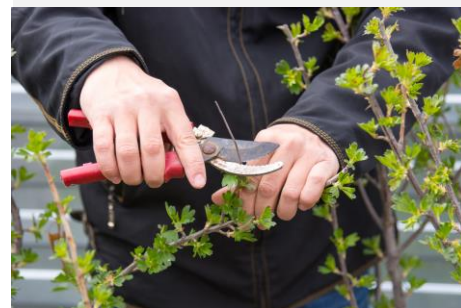
Are there any charges?

The person you care for may be charged for some of the services they receive to support them. However the law in Scotland is clear that carers must not be charged for services they receive to directly support them in their caring role. This includes any support you receive following an adult carer support plan or young carer statement, no matter which of the Self-directed Support options you choose.

Where can I find out more about accessing Self-directed Support?

To find out if you are eligible for Self-Directed Support as a carer, you will need to contact the Adult Social Work Team at School Place on 01856 873535 to have a carers assessment.

You can find out more by contacting our SDS Advocate at Advocacy Orkney or at Crossroads Orkney. Further information about Self-directed Support is available on the SDS Scotland website: www.sdsinfo.org.uk.



If you are not eligible or need any support with Self-Directed Support please call our SDS Advocate at **Advocacy Orkney** to find out more.

Supporting your voice



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For more information, please contact:

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Advocacy Orkney is a
registered member of SDS
Scotland



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What to expect when...

You make an emergency plan

What is an emergency plan?

It is a written document which lets people know what needs to be done to support the person you care for in an emergency, including if you are unable to carry out your caring role at short notice. For example if you are being admitted to hospital or you have a personal incident or accident.

Why is an emergency plan important?

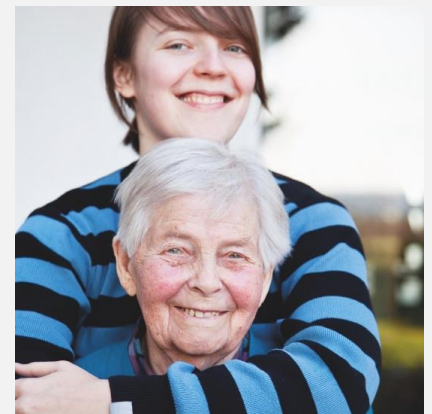
Having an emergency plan can help to prevent an emergency becoming a crisis.

An emergency plan makes sure that all the information and knowledge you carry in your head about the person you care for is written down. This can be shared in an emergency, in order to help support that person.

Completing an emergency plan can give you peace of mind and help you feel reassured about what would happen in the event of an emergency.

The Carers Act

From April 2018, the Act means all carers have the right to an adult carer support plan or young carer statement. This adult carer support plan must have information about whether the carer has arrangements in place for the care of the person they care for in an emergency. Writing these arrangements down is the emergency plan.



“

Although I knew I was a carer – when I completed an Emergency Plan and saw the role I play in looking after my wife detailed, it struck me that basically I do everything and how much she depends on me.

”

Who should I involve in the emergency plan?

Completing an emergency plan can help you to have conversations with your friends and family members about your caring role and provide the opportunity to check if and how they can help in an emergency.

Where possible, it is important to discuss the emergency plan with the person you care for to find out their views and wishes.

What can I include in an emergency plan?

Think about all the care and support that you provide - it can help to think about a typical day. If your caring situation changes a lot over time think about what a good day and a bad day look like.

Emergency plans need to include details about the care and support you provide to the person as well as emergency contacts, health needs and preferred routines. It's also important to think about who needs to have a copy of the plan.

How do I find out more about making an emergency plan?

Different arrangements for emergency planning are in place across Scotland.

The Adult Social Work Team at School Place can provide information and help you assess the options available.

If you would like support or guidance through the process, please call Advocacy Orkney.



Apart from feeling more secure having the emergency plan, I was so relieved having a staff member on hand to help me complete it. My family are also happier knowing that they have a copy too. My heart felt thanks for being there for support and all their advice.



If you think an emergency plan could help you please contact:

Adult Social Work Team
01856 873535
www.orkney.gov.uk

For more information, please contact:

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6 Bridge Street
Kirkwall. KW15 1HR

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What to expect when The person you care for is being discharged from hospital

Why is it important to be involved in discharge planning?

Being involved means you can get information about when and how the discharge from hospital will happen. This lets you prepare and helps ensure the person you care for has support to help them at home after discharge. It also means you can inform staff about how things are at home and gives you the chance to ask any questions e.g. about medication or plans for follow up.

When should I be involved?

As early as possible. When the person you care for is admitted to hospital, speak to staff on the ward and make them aware you are the carer. Tell them how they can contact you, this is especially important if you are not the next of kin. Staff may not realise that you are the carer, so it can really help them if you let them know.



The Carers Act

From April 2018 local health boards have a duty to involve carers, including young carers in discharge from hospital when:

- The person being discharged is likely to require care following discharge
- The carer can be identified without delay

The Act also means that carers have the right to an adult carer support plan or young carer statement.

An adult carer support plan or young carer statement starts with a conversation where you discuss your caring role and what is important to you in your life. It helps plan what could help you work towards your goals.

What can I do?

You need to talk to the person you care for and check they are happy for you to discuss their care and discharge planning with hospital staff. This is important because staff must respect individual confidentiality and cannot discuss their patient with you, if they don't have permission. Without permission, it can still be helpful to speak with staff about the condition they have in general terms.

If there are significant changes for the person you care for, they may need additional support to manage at home when they leave hospital. You need to think about how this will impact on you as a carer.

Who will be involved in hospital discharge?

The hospital has a duty to involve you in the discharge of the person you care for. If their needs have changed there will be a conversation with you, in person or over the telephone, about what help and support your relative needs to help them live safely and to get your views about the discharge. Let staff know what you are able and willing to do.

Occasionally a discharge planning meeting may be arranged. This is also known as a multi-disciplinary meeting. A variety of staff involved in the person you care for may attend the meeting; as the carer **the hospital has a duty to involve you in hospital discharge** which may include attendance at this meeting.

Even if care needs have not changed, as their carer, you should still be involved. **Hospital staff have a duty for you to be involved in discharge planning.** This may be a discussion in person or over the telephone to arrange the details of when and how the discharge will take place.

Where can I find out more?

You can contact the Adult Social Work Team at Orkney Islands Council on 01856 873535 between the hours 9:00 and 13:00 or visit www.orkney.gov.uk.

If you need more information or support please call Advocacy Orkney.

Hospital discharge checklist for carers

- ✓ Speak to hospital staff and let them know you are the carer and how they can contact you
- ✓ Speak to the person you care for to get consent to discuss their care with staff
- ✓ Ask questions at discussions about hospital discharge and let staff know what caring you are able and willing to do when your relative comes home
- ✓ Think about how you will cope with any changes in your caring role and if you need an adult carer support plan or a young carer statement



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Contact Information

Advocacy Orkney

01856 870111

info@advocacyorkney.org

Adult Social Work Team

01856 873535 ext 2643 or 2646

Crossroads Orkney

01856 870500

carers@crossroadsorkney.co.uk

Enable

01856 870080

A full list of adult services available in Orkney can be found in the Adult Services Directory at www.vaorkney.org.uk/information/orkney-information-hub or a hard copy can be requested from VAO on 01856 872897

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The Life Changes Trust was established by the Big Lottery Fund in April 2013 with a National Lottery grant of £50 million to support transformational improvement in the quality of life, well being, empowerment and inclusion of two key groups in Scotland: people affected by dementia and care experienced young people.

