



**DUNDEE CARERS PARTNERSHIP
PERFORMANCE REPORT**

2017-2019



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FOREWORD

This report sets out the achievement and progress towards realising the ambitions of the local carers strategy, 'A Caring Dundee, 2017-2020'. Over the coming months, as we take time for reflection and progress the development of the next local strategy it is important that we recognise and value the work that has been done, as well as identifying what we are still required to do. The Health and Social Care Strategic and Commissioning Plan 2019-22 highlights the 'immeasurable positive contribution carers provide' and reinforces the continuing 'commitment to ensuring that the role of carers remains integral to all that we do'.

The vision of the current carers strategy, identified that we should attain 'A Caring Dundee in which all carers feel listened to, valued and supported so that they feel well and are able to have a life alongside caring.' The strategy is ambitious and transformative based on a set of guiding principles. The work delivered as identified in this report has been collaborative, creative and inclusive realising improved outcomes for carers and their families.

This report highlights the work of the Dundee Carers Partnership as well as a much wider network of agencies who have worked alongside carers, young carers and communities to realise the ambitions of the strategy. There is no doubt that a significant amount has been achieved for and along with carers over that time as demonstrated in the report including a shift to locality working, accessible short breaks and stronger involvement with people in the design and delivery of services.

The Carers Partnership has also worked to progress the implementation of the Carers (Scotland) Act 2016 which introduced new rights for carers and young carers from 2018 onwards. The Carers Act also meant record investment in supporting carers locally enabling the development of new services and supports as well as improving the information available to communities and professionals.

We recognise and value the significant progress that has been made locally and the positive impact that has had on carers and their families. The development of the next Dundee Carers Strategy will enable us to capture further areas of focus ensuring that we continue to support the significant contribution that carers make in our communities across the City.

In Dundee, we recognise the significant and vital contribution that carers make in supporting people they care for. To ensure we maintain this focus, A Caring Dundee (A strategic plan for supporting carers in Dundee) was accepted by the Integration Joint Board in August 2017 and launched on 24th November 2017 -

<https://www.dundee.gov.uk/sites/default/files/publications/a%20caring%20dundee.pdf>

The Strategic Plan, which covers the 3 year period until 2020, was developed through listening to the views and experiences of carers. It sets out the approach, model and actions by which the Dundee Carers Partnership (The Partnership) will deliver on our vision and outcomes for carers caring for people in Dundee.

The Plan sets out how we will achieve our vision for:

A Caring Dundee in which all carers feel listened to, valued and supported so that they feel well and are able to live a life alongside caring

The Plan is acting as a driver for a range of actions being taken forward by the Partnership to improve the lives of Dundee carers. The Plan outlines how the Carers (Scotland) Act 2016 will be implemented in Dundee. The aim of this Act is for adult and young carers to be better supported on a more consistent basis so that they can continue to care, if they so wish, in good health and to have a life alongside caring. For young carers, the additional intention is that they should have a childhood similar to their non-carer peers.

Dundee Carers Partnership

The Carers Partnership leads on innovation and improvement through strategic planning, development and provision of services and supports for carers of all ages. The group has a vision and outcomes plan and considers barriers to achieving these and any strategic matters arising which affect carers personal outcomes. Our performance; progress against the actions in the plan; and use of resources is reviewed at each meeting.

The Carers Partnership reports to Dundee Health and Social Care Partnership Integrated Strategic Planning Group, which reports to the Integration Joint Board. Working in partnership with carers is seen as central to ensuring that there is a consistent focus on outcomes and all developments are co-produced and co-designed with carers and stakeholders.

Membership

The Partnership is a multi-agency group including carers and representatives of carers; Dundee Health and Social Care Partnership (HSCP), NHS Tayside; Dundee Carers Centre; Dundee Community Planning Partnership; Public Protection; Dundee City Council Children and Families and Neighbourhood Services (Adult Learning and Housing); Penumbra; Cairn Fowk; Dundee Voluntary Action.

The approach taken to supporting the health and wellbeing of carers in Dundee is outlined in 'A Caring Dundee'. The plan builds upon the previous Dundee Carers Strategy and is for all carers in Dundee, including young, adult and parent carers. It was developed through listening to the views and experiences of carers.

This performance report provides a summary of the work undertaken and describes the key areas of progress and performance of Dundee Carers Partnership over 2017-19 period. The report is structured around our four strategic outcomes.

What are our Strategic Outcomes?

We have developed four strategic outcomes based on what carers and stakeholders told us. The four Strategic Outcomes are:

Strategic Outcome 1:

Carers will say that they are identified, respected and involved

Strategic Outcome 2:

Carers will say that they have had a positive caring experience

Strategic Outcome 3:

Carers will say that they have opportunities to lead a fulfilled and healthy life.

Strategic Outcome 4:

Carers will say that they have a good balance between caring and other things in their life and have choices about caring.

Implementation and Delivery

In order to achieve the vision set out in the strategic plan, implement the Carers (Scotland) Act 2016, and embed new ways of working in Dundee, the Carers Partnership (the Partnership) undertook a programme of work through establishing workstreams. The workstream leads and members were drawn from across the HSCP, Dundee City Council Children & Families, Third Sector and services to deliver actions identified in the plan and facilitate the Carers Act implementation.

There are a number of workstreams and groups which currently report to and support the Partnership in achieving its outcomes.

Including:

Adult Carers

Young Carers

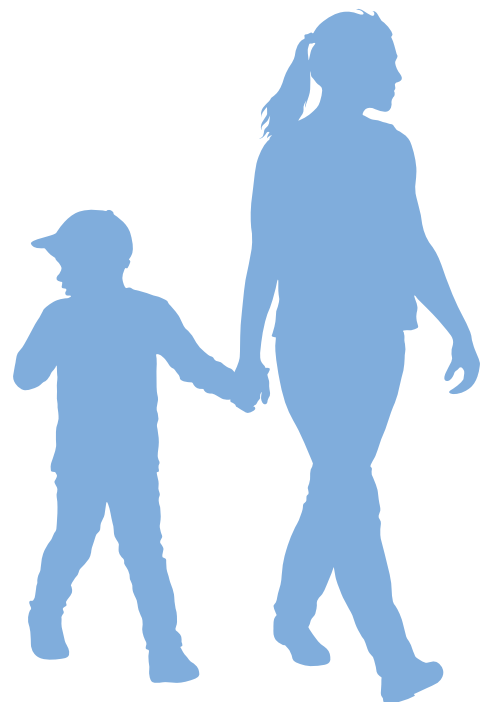
Short Breaks

Quality Assurance

Communications and Involvement

Carers Interest Network

Carers Voice and Young Carers Voice



Significant progress has been made in implementing the Strategic Plan during the period 2017-2019.

Strategic Outcome 1: Carers will say that they are identified, respected and involved

The Carers Partnership have implemented a range of activity to increase identification and involvement of carers, this includes:

Workforce Training

A workforce development programme was implemented in 2017 to equip the Health and Social Care workforce and assessors of Adult Carer Support Plans with the necessary knowledge for implementation of the Carers (Scotland) Act 2016. The training focussed on general awareness raising and identification of carers, as well as outlining statutory procedures in relation to adult carers.

- **237** members of HSCP workforce attended the training (**Sept 2017 until March 2018**)

Additional briefing sessions were also delivered to cascade Carers Act information and to highlight the Dundee HSCP Carers Strategic Plan and Local Carers Charter to relevant colleagues across Health and Social Care Partnership and wider third sector agencies, promoting discussion about support available to carers in Dundee and overall awareness raising.

- **10** briefing sessions were delivered to cascade Carers Act information and to highlight the Carers Strategic Plan and Local Carers Charter (total attendance **68**)

Carers Act Briefing Sessions Feedback

“the information that was shared was really helpful for us as an organisation. Our work doesn’t focus specifically on carers and their needs but we do come into contact with service users who may have a caring role from time to time so it’s important for us to have some background knowledge of the legislation and policy that supports this group. My colleague is due to share the information at our next team meeting - approx. 6 of us in attendance”

(Local Engagement Worker)

- The EPIC Carer Aware e-learning is national framework supporting the health and social care workforce learning and development relating to unpaid carers. The workforce have received information about how to access the e-learning which has recently been refreshed to take account of the Carers (Scotland) Act duties.

Carers (Scotland) Act Multi Agency Information Toolkit

A Carers (Scotland) Act Multi Agency Information Toolkit has been developed and launched by the Carers Partnership

www.carersofdundee.org/cms/uploads/dundee-carers-act-multi-agency-toolkit.pdf

The toolkit provides information on how agencies communicate and work together to best support carers in Dundee and supports the workforce to be aware of Carers Act statutory requirements and in developing the resource:

- Feedback sessions were facilitated with members of the Carers Interest Network in 2017-2018 to inform the planning, content and design of the multi-agency guidance.
- A consultation period on the toolkit took place in early 2019 which resulted in improvements to the document.

Carers of Dundee

Information and advice services are commissioned from Dundee Carers Centre and a pivotal part of this is the 'Carers of Dundee' website www.carersofdundee.org. The 'Carers of Dundee' brand is intended to bring together information and supports available in the city, into a central source for carers and professionals to be able to access directly. Professionals in the city can also access the information to print off or share with carers.

The site was re-freshed and launched in 2018 and is building up the wealth of information that local carers were seeking. The Communication and Involvement Workstream were keen that the website would also allow carers to find out about relevant support, events, courses and activities to support them in their caring role, without having to search through individual local and national support organisations' websites. The site also lets carers know their rights and how they can get further information and advice. The site has pages for professionals making sure those who provide support to carers also have access to the information they need and can share this to the advantage of local carers. Everyone using the site can access both carers and professionals pages which has the advantage of promoting transparency and equal partnership.

A 'Carers of Dundee' marketing campaign was launched the week beginning 20th May 2019 and ran for 4 weeks leading up to an open-air event in Slessor Gardens on 15th June 2019 as a way of generating awareness and collaboration in supporting carers in Dundee.

The campaign successfully generated publicity about carers. The activity consisted of utilising a mixture of traditional and online media, sharing digital stories from carers and a promotional video which was produced for the event. During the campaign all traffic increased through the Carers of Dundee website and Carers of Dundee social media with a **59%** increase in direct traffic to the Carers of Dundee website and we recorded a **17%** increase in followers across social media platforms.

At the Slessor Gardens event, **14** agencies/organisations exhibited on the day, offering information and advice to the public about the services they offer. There were also family activities and performances from community groups. Approx. **600** people visited the marquee throughout the event and feedback from those exhibiting was extremely positive. In addition to this passers-by from the busy V&A and Railway station area enjoyed the outdoor performances, music and DJ presentations.

Feedback from organisations exhibiting included:

Carers of Dundee Event Feedback

“We found the event well worth-while and we chatted with many carers on the day, making them aware of the support we provide alongside other community resources that can support both themselves and those they care for. It’s a privilege hearing people’s journeys and experiences and the event did feel like a real celebration of the vital contribution carers make to our society. “

Carers Interest Network

The Carers Interest Network acts as a practitioners forum to enhance learning and development in providing support to carers. The Carers Partnership Development Officer organises quarterly network meetings liaising with third sector, community and public health and social care partners to organise session programmes including guest presenters and co-ordinates the wider promotion of the network within the sector.

The network sessions provided opportunities to update on local Carers Act developments, share information and learning to develop supports and resources for carers and professionals (Carers of Dundee brand/website and Multi-Agency Guidance), as well as agency input presentations to raise awareness of the variety of universal services and commissioned supports available to carers in Dundee.

A session was held in April 2019 to share learning and receive practitioners feedback to input into the design of a resource being developed by Scottish Social Services Council (SSSC) that builds individuals and organisational capacity for outcomes focussed support planning, meeting specific requirements within the Carers (Scotland) Act 2016 to develop the Understanding Personal Outcomes SSSC Booklet.

- During 2017-2018 the Carer Interest Network attracted a total of **55** attendees
- During 2018 -2019 the Carer Interest Network attracted a total of **58** attendees

Carer Involvement

Carers Voice and **Carers Blethers** provides opportunities for carers to come together to get involved in decisions and matters that affect their own lives or the people they care for. Members of Carers Voice and Carers Blethers are supported by the Dundee Carers Centre Involvement Worker to participate in strategic groups including the Young Carer Subgroup, Adult Carer Workstream, IJB and regional and national opportunities.

Young Carers Voice is a group of 14-18-year-old young carers who work alongside the Carers Partnership to raise awareness of young carers and the supports available to them.

Carers Blethers is a group of 30 carers to inform the priorities for Carers Voice. Topics covered include community transport, Short Breaks and a carers surgery with Joe Fitzpatrick MSP.

The **Lifeline Group** is for carers of people who require support with their substance or alcohol dependency. They offer each other peer support and work with other services in the city to influence change by sharing experiences of what has worked well and what could be better. They agree together their areas of interest and invite professionals along to share information and experiences and identify how they can work together. The group shared their experiences to the Dundee Drugs Commission ahead of the 'Responding to Drug Use with Kindness, Compassion and Hope' Report which was published in August 2019.

During the 2017 - 2019 period, Carers Voice, Young Carers Voice and the Lifeline Group has increased carer involvement opportunities in service design:

- 2017-18: **20** carers had opportunities to be involved in service design
- 2018-19: **65** carers had opportunities to be involved in service design

Voices Workshop

One of the activities members of Carers Voice and Young Carers Voice took part in during 2018/19 was a 'Voices Workshop', to increase their confidence, knowledge and skills when representing themselves to services.

20 members of carers voice and young carers voice participated in the workshop facilitated by the Scottish Health Council alongside members of the Dundee Carers Centre Carers Support Team. Training for staff and Carers Voice members together was positive to develop relationships and trust and is an approach the Carers Centre will continue to apply to future involvement training opportunities with our involvement groups.

During 2017 – 2019 **Young Carers Voice** have been involved in the following activities:

Supporting Young Carers in School Policy

Young Carers Voice influenced the content of the policy supporting young carers in schools which was published in 2017 and are now contributing to the refreshed policy supporting young carers in Integrated Children & Families Service. Members of Young Carers Voice also highlighted the work of the group at Dundee Headteacher Conferences, World Community Development Conference and

the Scottish Parliament.

Young Carers Statements

Young Carers Voice were also involved with delivering consultation activities engaging with young carers to implement Carers Act developments in Dundee and inform the Dundee Carers Partnership regarding the implementation of Young Carer Statements, and the development of supports for young carers in Dundee.

"I absolutely loved this experience and am very grateful for it. I love the fact that everyone made us feel welcome and not to mention the fact I felt we were all listened to and for once someone who actually has the power to help us has shown interest and appreciation for us."

(Young Carers Voice member on Scottish Parliament Visit – June 2018)

Young Carers Ambassadors

Members of Young Carers Voice worked with the Carers Centre to recruit Young Carer Ambassadors in every secondary school in Dundee to be a local point of contact for the group. Young Carer Ambassadors are young carers who volunteer within their school to support staff to raise awareness of young carers and become involved in planning and delivering information, training and support groups – being a peer point of contact for other young carers. This area of work has grown significantly and as of August 2019, there were 15 Young Carer Ambassadors in 5 of the 8 secondary schools in Dundee.

Mental Health Carer Involvement

Alliance Independent Inquiry into mental health services in Tayside

As part of the Alliance's Independent Inquiry into mental health services in Tayside, Penumbra held a focus group at their premises specifically for 'mental health carers'.

A group met with a Co-ordinator from the Alliance in September 2018 to share their experiences of local mental health services. A couple of the main themes that came out of this was the issue of the lack of continuity in relation to psychiatry provision in Dundee and people struggling to access mental health services when they need to. Both of these themes were highlighted in the Inquiry's interim report published in May 2019.

Carers Group at Carseview Centre

Dundee Mental Health Cairn Fowk has delivered a Carers Support group at the Carseview Centre for seven years and support carers with input into the delivery of services and supports for mental health provision at the Carseview Centre. The group has led on many involvement opportunities for carers to raise awareness of mental health, wellbeing and recovery. Some of this work has included the development of information leaflets, organising talks for carers to gain information about the facilities at the Carseview Centre and input into the delivery of policies on the wards. Over the years the input of the carers group has been wide and varied and through building relationships with staff at the Carseview Centre this has also included organising social events and activities for

patients and carers, such as bingo nights.

The Carseview Centre have also recently set up a multi-agency partnership of Statutory Service staff, Voluntary Sector and carer representatives from across Tayside to look at supports delivered to carers in the Centre. The group consulted with carers in developing the Triangle of Care pack and ensuring carers are included, where appropriate, in the care and discharge planning of the individual they're supporting.

The Carers Information Pack has been revised accordingly and is being made available to all carers in contact with the Carseview Centre when the person they care for is admitted. The group are planning an event for carers to be held in November 2019 – a drop in session so people are aware of the services and supports available to assist them in their caring role.

Carer Identification

In Dundee, our approach to supporting carers is based on a strong commitment to prevention and early intervention. All agencies and services across Health and Social Care, Children & Families, NHS Tayside and the Third and Independent sectors will work jointly with Carers to identify and support them to achieve their outcomes. Practitioners within the remit of Dundee Health & Social Care Partnership and commissioned services are expected to identify carers and offer/signpost to support as part of their duties included in clauses within HSCP contracts.

The focus for the Adult Carer Workstream will be to recruit carer champions from Health & Social Care Teams to develop and improve ways to identify and support carers. The carer champions will work alongside members of Carers Voice and Carer Ambassadors to co-design ways of identifying carers early in their journey and securing the most suitable supports for each individual carer as well as ensuring they have opportunities to build connections and contribute to activities in their local community. The Young Carer Workstream will continue to make progress towards identification in schools and local communities.

The Communications and Involvement Workstream will continue to work with carers, support agencies and decision makers to identify and develop effective means of communications between them; and will continue to increase carer awareness and identification through marketing of the 'Carers of Dundee' brand.



Strategic Outcome 2: Carers will say that they have had a positive caring experience

The Partnership have undertaken a range of activities to enable carers to have positive experiences of supports and services designed to support them and the person they care for.

Model for Supporting Carers in Dundee

A major focus for the Partnership to further enhance experiences for carers has been the local implementation of the Carers (Scotland) Act 2016, which came into effect in April 2018. The focus during the first year of Carers Act Implementation was to build capacity to implement each duty within the Act and further develop personalised and locality-based support to carers in communities.

As a Partnership, we have developed the following approach to supporting carers within Dundee:

- Embedding person centred and carer positive practice through developing our workforce, organisation, strategic planning and guidance.
- Enabling a decisive shift towards prevention, early intervention and health equality through developing a range of informal supports which can be directly accessed by carers in their local communities
- Carers Health Checks are easily accessible to all carers and through these checks carers health and wellbeing is promoted.
- Further developing short breaks as a model of early intervention and support which enables carers to continue in their caring role.
- Developing integrated models of locality based and personalised support which enables carers to achieve their personal outcomes.

Dundee HSCP currently provide a range of services to provide information and advice relating to care and support for adults and supports for carers. This is either delivered directly or via partner organisations including the Dundee City Council, NHS and Third and Independent sector.

Local Carers Charter

To accompany the Strategic Plan, a Dundee Carers Charter has been developed through the Dundee Carers Partnership working with carers in Dundee. The charter sets out what carers can expect from services, the type of support they can access and the opportunities for involvement in decisions affecting the people they care for.

The Charter sets out three pledges to carers in Dundee:

- Identify, acknowledge and value carers;
- Support carers;
- Involve carers.

Public bodies and agencies were invited to sign up to the Dundee Carers Charter on 24th November 2017. The Carers Charter was re-branded for the 2019 period and now ties in with the Carers of Dundee brand. Refreshed work is anticipated in 2019/20 to encourage more agencies to sign up and increase awareness of local carers.

Carer Support Groups

Carer Support Groups are facilitated to deliver peer support so that carers can learn from each other's experiences and skills as well as offering support and advice to each other working through their concerns. This experience supports carers to discover that being a carer in Dundee can be a positive experience.

There are lots of groups available in Dundee providing support to carers and the following are a few examples:

Dundee Mental Health Cairn Fowk Peer Support

Dundee Mental Health Cairn Fowk offer groups and drop ins for people caring for/supporting someone with a mental health challenge. The groups and drop ins provide emotional support and outreach to people who are just starting the caring journey. The groups provide informal opportunities for identification and informal support amongst group members. Cairn Fowk also run 'Hope and Recovery' courses, supporting mental health carers with their own well-being and recovery. Cairn Fowk also organise social activities and day trips and respite breaks for carers. The social activities are done on a voluntary basis through funds they raise or source themselves.

Carers Respite Break Lowport Centre Linlithgow

On 24 - 26th May 2019, Cairn Fowk organised a carers respite break to Lowport Centre in Linlithgow with funds received through the Youth Philanthropy Initiative (YPI). School pupils from Baldrigon Academy and Morgan Academy chose Dundee Mental Health Cairn Fowk as their local charity to raise funds for and delivered project presentations as part of the scheme, winning £3000 from Baldrigon Academy and £500 from Morgan Academy for their efforts and presentations. The weekend trip was taken up by **14** carers, all looking forward to a break from their daily lives.

"Cairn Fowk allows me to meet other people who are in the same situation, you don't have to explain and you don't feel judged" (Carer, Dundee Mental Health Cairn Fowk)

Dundee Carers Centre Peer Support

During 2018, work was carried out by Dundee Carers Centre to provide peer support to carers and give carers and former carers progression opportunities, including education and employment training and accreditation opportunities. This approach ensures that carers receive additional opportunities and support to maintain their life balance.

- Developed and implemented a new peer mentor programme
- Developed training and access to accreditation opportunities for carers and former carers including Adult Achievement Awards, Dynamic Youth Awards and Saltire Award
- A Civic Reception was held in March 2019 to celebrate the Adult Achievements and **12** carers of all ages attended. A number gave interviews and are featured in a National Adult Learning Video available from Education Scotland & Newbattle Abbey College

All groups, including drop ins, are supported by volunteers, the majority of whom are carers or former carers. These volunteers carry out a variety of roles including:

- Walk Leaders
- Volunteer Drivers
- Peer Support within Groups such as St Mary's D-Cafe, Care & Share & Arts & Crafts
- Our regular former carers lunch club is organised and led by two former carers
- Peer Mentors providing 1:1 support to adult and young carers
- Young Carer Ambassadors in Schools and Carer Ambassadors within local communities

"Being part of Dundee Carers Centre has allowed me the opportunity to help other young carers in Dundee, it has helped me understand my own role as a young carer and has helped me build up my confidence and mental health."

(Young Adult Carer Volunteer)

Penumbra Carers Support Service

Penumbra's Carers Support Service offers practical and emotional support to those who care for a family member or friend experiencing mental health challenges. Support focuses on areas important to the individual and can be offered on a face to face or telephone basis to suit the carer. Wellbeing workshops and social groups also run providing an element of peer support. The service accepts self-referrals so carers can access support directly.

Support often includes working with carers to explore ways they can improve their own health and wellbeing. This may include exploring self-management tools, alongside accessing community resources whether this be a hobby or interest, short break funding, educational opportunity, volunteering or working towards paid employment.

"Coming to Carers Support for me has been a great help. Having friendly people to talk to takes away an awful lot of pressure. Also meeting other people in the same situation has been helpful for me too"

(Penumbra Carer)

Strategic Outcome 3: Carers will say that they have opportunities to lead a fulfilled and healthy life.

Access to Information and Advice

As a Partnership, we said that we would continue to develop a range of access points in localities across Dundee so that all carers can easily access advice, information about community supports and information. All carers in Dundee can directly access universally available services and support. Carers can access these local support services themselves without the need for an Adult Carer Support Plan/Young Carer Statement.

Some key activities undertaken to fulfil our information & advice duties included:

- the provision of learning and development activities for our workforce and partners to enhance their understanding of carers and the Act;
- further developing, with the Dundee Carers Centre, locality models for supporting carers within the service delivery area in which they live;
- creating and delivering a 'Carers of Dundee' website and carers factsheets to provide information and advice for local carers and professionals; and,
- introducing a Carers Interest Network to involve practitioners across health, social care, third and independent sector in developing coordinated approaches to supporting carers
- the provision of information and advice to adult and young carers delivered by Dundee Carers Centre

Below are some examples of good practice work undertaken within Dundee:

Penumbra's Wellbeing Point Pilot

Penumbra were awarded funding through the Dundee Carers Partnership to support implementation of the Carers Scotland Act 2016. The pilot will run until May 2020. The ethos of the Project is that by providing an easily accessible point of information, carers will feel they can access support when they need it in a locality venue suitable for them. A range of information is provided so carers are aware of what's available to support them in their caring role and with their own wellbeing. This approach is also in line with a number of other local and national strategic priorities including early intervention and prevention alongside reducing health inequalities.

Wellbeing Point activities started in January 2019 after some initial consultation and making connections in various community venues including: community cafes based in Whitfield, Lochee and Coldsides areas; The Maxwell Centre; Brooksbank Centre; Broughty Ferry Library; Community Centres based in Kirkton, Menzieshill, Fintry and Charleston.

Penumbra's Carer Wellbeing Point pilot

Penumbra's Carer Wellbeing Point is a pilot project running from January 2019 until May 2020. Since January 2019, Penumbra have been present in a range of community venues across Dundee providing drop in sessions that carers can access directly. The pilot aims to provide an easily accessible point of information so carers can be aware of what's available to support them in their caring role. This includes information on services and supports in Dundee, alongside resources that promote positive wellbeing.

This has been a good approach to supporting people in their local area and increasing identification of carers as it is generating conversation about caring and what being a carer means.

At the Wellbeing Points, Support Workers have provided a range of personalised responses and follow up support where required. This has included information and sign-posting in relation to areas such as: mental health and wellbeing; carers health checks; crisis contact numbers and safe planning for those experiencing distress and suicidal thoughts; finances and welfare reform; drug and alcohol dependence; counselling services; informal community-based group; short breaks and volunteering opportunities. Some bereavement support has also been provided including supporting those bereaved by suicide.

At present, Penumbra have increased presence in areas that have been affected by recent completed suicides to ensure people in local communities feel supported and are aware of what is available to them in these circumstances.

"It was really useful getting to know about all this stuff...I didn't know half of these supports were available in Dundee" (Wellbeing Point Carer)

Dundee Carers Centre Information & Advice

Dundee Carers Centre are commissioned to provide an information and advice service to carers in Dundee, including the provision of online information via the Carers of Dundee website.

The below figures show the total numbers of all adult and young carers supported at the Centre:

During 17/18 – **1259** carers received support from the Centre
(1st April 17- 31st March 18)

During 18/19 – **1366** carers received support from the Centre
(1st April 18 - 31st March 19)

The below figures show the total number of users accessing the Carers of Dundee website:

Total users – **2,363**
(1st April 17- 31st March 19)

Dundee Carers Centre Caring Places

Dundee Carers Centre have developed a locality approach to supporting carers in Coldside and Strathmartine. This approach focusses on early identification of carers and developing informal, locality supports in partnership with carers and local community organisations. The approach has been successful in increasing the number of carers of all ages identified and supported within the local community.

In Year 1 we reached – **142 carers of all ages**

(Nov 2016/Dec 2017)

In Year 2 we reached – **290 carers of all ages**

(Jan 2018/ Jan 2019)

The team have local bases in Strathmartine and Coldside where they can meet carers informally in the local community and have a good knowledge of informal supports available. Groups and drop in opportunities have also been developed, in partnership with local agencies, schools and community groups, enabling carers and their families to access information, advice and support in their local community. These include young carers groups in schools, a family cinema group for carers and drop-in cafes in Ardler and St Marys. Staff have worked with carers and their families to develop and design responses which they feel best meet their needs.

Carers have embraced this model of support, and local organisations working in these communities also report a greater confidence in identifying and supporting carers who access their facilities and services. The Carers Centre is currently developing similar support across all localities in Dundee and this is being rolled out as of the 1st September 2019.

Dundee Carers Centre - Locality Based Service Development

Dundee Carers Centre has had a Localities Team based in Coldside since November 2016. The aim of this team has been to work in partnership with carers and local groups, organisations and workers to identify carers within the community and develop informal, locality supports for carers and their families.

Through the course of this process we have identified that some carers and their families are not accessing informal locality supports, either provided by the Carers Centre or other groups or services.

The Localities Team set the aim of bringing organisations, carers and their families together to identify test projects in the Coldside area. The team set up four initial meet-up sessions called Bite and Blether. These were opportunities for people in the area to have lunch and discuss their experiences of how carers access resources in Coldside. In total, these sessions were attended by 17 organisations and 3 carers.

The sessions used visioning exercises to set out how the group wanted Coldside to be like, identified two test projects: Coldside Community Cupboard, and Co-ordinated Support Hub, and brought people living and working in Coldside together to plan, resource and take the test projects forward.

Carers Health and Wellbeing

Within Dundee there is a range of services and activities that contribute towards supporting carers health and wellbeing. The following are some examples of this:

Carers Keep Well Activity

The Keep Well service uses anticipatory care health checks to engage with populations who are at higher risk of health inequalities. The Keep Well nursing team offer comprehensive Health and Wellbeing checks to carers over one or more appointments, depending on the need of the individual. Relevant person-centred information and advice is shared, as well as referral and signposting to other statutory and non-statutory services.

For those who lack confidence to engage independently with other services or positive community-based activities, support to engage is offered by a Keep Well Associate Practitioner.

During 17/18 – **119** Carer Keep Well health checks were delivered

During 18/19 – **131** Carer Keep Well health checks were delivered

Carers Keep Well activity

What the Carer said....

'I've suffered with depression for about 4 years and I look after my parents. I got referred to the Carers Centre. I got a leaflet for a free health check - it took me 3 weeks to phone and ask for help. Now just over a year on I am doing exercise everyday and now my doctor is cutting down my tablets. I still have my ups and downs but the help and support from the team I can't fault them.... there's always help out there for you.'

What the nurse said...

Ms M a 45 year old carer attended for a Keep Well health check at Dundee Carers Centre. The Keep Well Health Check was completed over 2 appointments. Ms M had a long-term condition, as well as back and neck pain. Ms M needed a walking aid to assist her when walking. Whilst Ms M's blood pressure, pulse, blood glucose and blood cholesterol were within normal parameters, it was identified that she was at moderate risk of developing diabetes (1 in 7 chance of developing this within the next 10 years). This was strongly influenced by her Waist measurement and Body Mass Index.

Ms M was experiencing high levels of anxiety and low mood. She was engaging with her GP and she was awaiting a psychology appointment. Whilst she had a strong desire to increase her level of activity, as this had been helpful in the past, her confidence in her ability to achieve this and her motivation were reduced.

The nurse introduced Ms M to the Associate Practitioner who explored different options with her. Ms M was supported to enrol and engage with the Active for Life Programme. She is now engaging with this programme independently. She has also been supported to achieve her goal of being able to walk the Tay Road Bridge and explore improvements with her dietary intake.

Active Women (Developing new short breaks for minority ethnic women and carers)

Being able to access leisure opportunities is important for carers to be able to maintain their own health and wellbeing. Dundee Carers Centre, Dundee International Women's Centre (DIWC) and Volunteer Dundee are working in partnership with Leisure and Culture Dundee to enable access to female only leisure facilities and sessions. Through consultation and feedback from minority ethnic women, a request for ladies only swimming had been a priority for many women as well as ladies only access for fitness. We also know that some women from the majority population would prefer this type of facility.

An 8-week pilot took place in Lochee Leisure Centre with ladies only access to the gym, sauna and swimming pool and males were unable to use spectators areas. This partnership with Leisure and Culture enables women to access female only facilities where staff are trained in cultural competence. The group sessions have only been possible through organisations working within their existing resources but targeting them to meet particular needs of minority ethnic women and carers. The sessions are open to all women and not only women from minority ethnic communities.

The support from the Carers Centre and DIWC staff and volunteers also means that women accessing the Lochee facilities have found out about and accessed support from other agencies in Dundee.

The sessions are now continuing on an ongoing basis and continue to have support from the Carers Centre and others. The sessions are open to all women and not only women from minority ethnic communities. There is a mix of ladies from all cultures and backgrounds using the facilities in the Lochee Centre and also making new friends in the process.

The group sessions have only been possible through organisations working within their existing resources but targeting them to meet particular needs of minority ethnic women and carers.

Active Women (August 2016 to present) Key Activity

32% of referrals to the Minority Ethnic service in the Carers Centre (from the period Aug 2016 to March 2018) came from women who had accessed Active Women and had either been informed by staff regarding the services or by other women using the facilities.

During the period 2017 to 2019, **29** carers have accessed multiple Active Woman sessions.

Quote from a carer "I love coming to the weekly swim and sauna sessions. It is actually the only time I get to myself and get a break from my caring role. It is also good to catch up with my friends in the pool and because it is ladies only I feel comfortable and can wear what I want"
(Carer, October 2018)

Quote from a carer "*I only found out about the Carers Centre by coming to Lochee swimming. Another lady in the pool told me what kind of support the carers centre provide for minority ethnic carers and I quickly phoned the Centre to speak to the worker. I look after my son and was able to get lots of information on what kind of support is available for both my son and I"*
(Carer, November 2018)

Strategic Outcome 4: Carers will say that they have a good balance between caring and other things in their life and have choices about caring.

As a Partnership, we said that we would develop our workforce, pathways and supports so that:

- Young Carers are supported
- Adult Carers are supported to continue caring
- Carers have access to short breaks and respite

Young Carers are Supported

The Young Carer Workstream was established by the Carers Partnership in September 2017 to assist in preparation and implementation of the Carers (Scotland) Act and is co-chaired by Dundee City Council Children & Families and Dundee Carers Centre. Current membership includes: Dundee Carers Centre, Children & Families Social Work, Young Carers Voice, Children & Families Education, Strategy & Performance, Learning & Organisational Development, School Nursing Service, Discover Work, Dundee & Angus College, Skills Development Scotland,

Through the Young Carer Workstream (strategic planning) and the Caring Places (localities/ school based) work we have identified, with young carers, what works in terms of young carer identification and there are already a range of resources available to assist with this.

Progress to date:

- **Operational Guidance** on Young Carers and Young Carers Statements co-produced with young carers and approved by the Children and Families Committee in September 2018.
- **Young Carers Statement** test undertaken between January and June 2019 with 8 young carers and relevant statutory and third sector staff. An SBAR Report with recommendations which have been reported to the GIRFEC Development Group.
- **Education Policy**, launched in 2017, provides a practical framework for schools to better identify and support young carers within existing school resources. A copy of the policy can be found here:

<https://www.dundee.gov.uk/reports/reports/296-2019.pdf>

Young Carers Statement

Dundee Carers Centre have been working in partnership with young people and Dundee City Council to increase awareness of young carers rights and the supports available. To ensure that young carers have the best experience of and benefit from a Young Carers Statement, the Carers Partnership Young Carer Workstream agreed to undertake a test of the process with a small group of young carers between January and May 2019.

The following actions were undertaken:

- **8** young carers participated in a test of Young Carer Statements alongside Dundee Carers Centre staff, guidance teachers, primary headteachers and School & Family Development Workers.
- Named persons/Young Carer Co-ordinators from each school were involved in the process, along with any other relevant family members/friends/agencies identified by the young carer, along with two Senior Officers, East & West, from Children & Families provided advice and guidance to the process.
- Young Carers Voice are planning follow up roadshows in the Autumn of 2019 to coincide with the introduction of this guidance, to continue to increase awareness of young carers and their rights and ensure that professionals and peers are aware of young carers needs and priorities.

Young Carers Workforce Training

Members of the Young Carer Workstream delivered multi-agency training to **45** practitioners across Children & families, School Nursing Service, Skills Development Scotland and third sector partners between September & December 2018.

- Participants included Guidance Teachers, Headteachers, School & Family development workers, CLD Youth Workers, Skills Development Scotland, School Nurses and Social Workers
- Feedback from the sessions was largely positive with participants reporting they booked on the course based on recommendations from their colleagues.

Young Carers Workforce Training Feedback

"This was a helpful workshop, lots of good sharing of information and practice."

"Very useful presentation and learnt more in-depth information on young carers."

"Interested. Good to have a knowledge of young people's rights to a Young Carers Statement."

Young Carers Transition Support

In 2018, Dundee Carers Centre ran a one-day enhanced transition day at Dundee & Angus College for Young Carers leaving school and going to college delivered through partnership work between the Carers Centre support team and the Student Support Service at D&A College as part the S4+ transition programme. This day had positive feedback from carers and the college, that the relationships built helped those participants sustain their college place. The carers were more aware of the support available including a carers group jointly supported by the College and the Carers Centre.

Following on from the transition day a carers support group at the college was established through partnerships established with Dundee Carers Centre and D&A College.

Adult Carers are supported to continue caring

Carers (Scotland) Act Implementation - 'What's Best for Dundee Carers' Pilot 2017

Representatives of the Health and Social Care Partnership and Dundee Carers Centre and other third sector agencies worked with carers to develop, Dundee Adult Carer Support Plan ACSP which reflects carers views, outcomes and wishes and requirements set out by the Act.

Dundee was selected as a pilot area by Scottish Government, to test and provide information about how a number of provisions in the Carers Act might be implemented. As part of the "What's Best for Dundee Carers Project" in 2017 local carers were involved in finalising the ACSP and associated practice guidance so that the ACSP meets the legislative requirements in a way that carers want.

Carers told us that although they welcome the introduction of the new right to have an Adult Carer Support Plan they valued the existing way of delivering carer's supports through sign posting, advice, help and guidance to manage their own support. The report can be found here:

https://www.dundeehscp.com/sites/default/files/publications/whats_best_for_dundee_carers_report_18_dec.pdf

The pilot gathered both qualitative and quantitative information to ensure good breadth and depth of quality information, this included:

- A survey which focused on identifying stakeholders' awareness of the Act and their information requirements. (The survey was mailed to approximately 2500 people/carers on Carers Centre Mailing List, it was also posted on Dundee Health and Social Care Partnership Website and emailed to the Carers centre Professional Mailing list.
- **261** survey responses were received the majority of which came from Carers (or former carers),
- **6** community consultation events, reaching **29** people
- **11** HSCP practitioners were interviewed (individual and small group)
- **30** 1-1 questionnaires completed with carers on Dundee Adult Carer Outcomes documentation
- **47** people/carers received a draft of the Adult Carer Support Plan documentation to review

Dundee Adult Carers Eligibility Framework

The Dundee Adult Carers Eligibility Framework has been developed through Dundee Carers Partnership. This involved Carers and stakeholders in a number of ways including the work undertaken through the "What's Best for Dundee Carers Project". The pilot project included the development of Eligibility Criteria and gathered views about the threshold for adult carers in Dundee.

The Dundee Adult Carers Eligibility Framework covers four aspects:

- The outcome headings (or domains) agreed by Dundee Carers
- The definition of risk levels and how carers Outcomes will be met at each level
- The asset based, preventative approach to meeting the needs of carers in Dundee
- The threshold that must be met for carers to be eligible for funded support

The approach in the Framework is consistent with, and strengthens, the approach of The Strategic Plan for supporting carers in Dundee.

We will continue to offer a wide range of support to carers ranging from universally available services in their community to specialist carer support available with or without an Adult Carer Support Plan (ACSP).

Short Breaks Services Statement

The Dundee Short Breaks Service Statement was produced in 2018 through an extensive process of co-production with local carers and other stakeholders, co-ordinated by the Short Breaks Workstream. This was accepted by the IJB and published in December 2018 as required by the Carers (Scotland) Act 2016 and can be found at:

https://www.dundeehscp.com/sites/default/files/publications/short_breaks_services_statement_dundee.pdf

The statement gives advice and information about short breaks for carers of all ages and for the adults and children they support.

Dundee Carers Centre Short Breaks Service

The Dundee Carers Centre Short Breaks Service is available for carers of all ages in Dundee. The service takes an outcome focussed approach to carers short breaks before working out how this break will be achieved.

In **2017/18** the Dundee Short Breaks Services supported **350** carers to have a break,

In **2018/19**, the Dundee Short Breaks services supported **372** carers to have a break.

Good Practice Example

The Health and Social Carer Health and Social Care Partnership co-hosted a Shared Care (Scotland) Lead Officer Event in late March 2018 where Dundee's work, in particular Short Breaks Service was highlighted as a good practice model to Short Breaks Lead Officers across Scotland. The leads were joined by local professionals in the learning event.

Carers Investment Plan

To maximise use of resources to support carers, an integrated budget and investment plan was developed to evidence how all funding allocated towards carers enables the Partnership to support carers to achieve their outcomes and achieve priorities set out in the carers Strategic Plan, carers (Scotland) Act 2016 and the Dundee Health and Social Care Partnership Strategic Commissioning Plan

The Carers Partnership Investment Plan highlights:

- The Carers (Scotland) Act duties relating to information and advice, support to carers including short breaks are met but further investment is required to ensure duties relating to involving carers, implementing adult carer support plans and updating of the carers strategic plan are met.
- Our commitment towards promoting improved outcomes and reducing inequalities for carers through investing in initiatives which enable a shift towards early intervention and preventative support is met but further investment is needed towards supporting carers to improve their wellbeing and access personalised formal support where this is needed.

Due to this the priorities for additional investment through the Carers (Scotland) Act 2019 – 2020 were identified as a Partnership:

- Advocacy and involvement support which enables carers to be involved in design and development of services for people cared for.
- Support to carers and cared for persons to improve their health, wellbeing and independence, reduce inequalities and cope with loss and bereavement.
- Support to carers to access personalised formal support following an adult carer's support plan.
- Support which enables update of the Carers Strategic Plan and update of the Carers Eligibility Criteria in line with legal requirements.
- Digital and technology developments which promote accessibility and sustainability of service provision

Throughout 2017 – 2019, the Carers Partnership have continued to work collaboratively to deliver on actions identified in the Strategic Plan. The performance report has highlighted the key areas of work and provided examples of progress made.

As a Partnership, our next steps will focus on progressing a review of the local Short Breaks Services Statement in line with requirements set out in the Carers (Scotland) Act 2016. The Partnership will also begin planning the development of the Local Carer Strategy in 2020 in consultation with carers and key stakeholders.

Outstanding Service and Commitment Award

The Carers Partnership won an Outstanding Service and Commitment Award from Dundee City Council. The Carers Partnership demonstrated the work led by the multi-agency strategic planning group over the past few years. The Carers Partnership was awarded the Chief Executive OSCA 2018 from David Martin, Chief Executive of Dundee City Council.

The Carers Partnership was recognised as “Ensuring that carers are identified, respected and involved; have a positive caring experience; and can live a fulfilled and healthy life balanced with their caring role”





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