

Carers (Scotland) Act 2016

Dundee Multi-Agency Guidance

Information Toolkit

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Contents

Page No.

3.	<u>Foreword</u>	
4	<u>Who is this resource for?</u>	
5	<u>Introduction</u>	
6	<u>Statutory requirements of the Act</u>	
7	<u>'A Caring Dundee'</u>	
8.	<u>Dundee Local Carers Charter</u>	
9.	<u>'What's Best for Dundee Carers' Pilot</u>	
10.	<u>Our Vision: Supporting Carers in Dundee</u>	
11.	<u>How you can help support Carers</u>	
12.	<u>Outcome 1: I am identified, respected and involved</u>	36.
	<u>12. Identifying Carers</u>	<u>37. Carers Health & Wellbeing</u>
	<u>15. Informing Carers</u>	
	<u>16. Involving Carers</u>	
19.	<u>Outcome 2: I have had a positive caring experience</u>	41.
	<u>20. Carer Support Planning</u>	<u>42. Short Breaks Services Statement</u>
	<u>26. Adult Carer Support Plan/Young Carer Statement</u>	<u>43. Short Breaks for Carers</u>
	<u>27. Adult Carers</u>	<u>44. Short Breaks for Supported People</u>
	<u>30. Young Carers</u>	<u>45. Carer Positive</u>
		46. <u>Helpful Resources</u>
		48. <u>Some useful contacts for Carers</u>
		49. <u>Useful Contacts for Supported People</u>
		50. <u>Glossary of Terms</u>
		<u>Appendix 1: Dundee HSCP Levels of Risk Categories/Carer Outcomes</u>

Foreword

This toolkit is endorsed by Dundee Health & Social Care Partnership (HSCP) Carers Partnership. Dundee Carers Partnership are a multi-agency group including Carers and representatives of Carers; Dundee Health and Social Care Partnership; NHS Tayside; Dundee Carers Centre; Dundee City Council Children and Families and Neighbourhood Services (Adult Learning and Housing); Penumbra; Cairn Fowk; Dundee Voluntary Action; Leisure and Culture (Dundee).

The Carers Partnership leads on the strategic planning, development and provision of services for Carers of all ages. In doing so, the group ensures that we are meeting our vision and outcomes, evidence any reasons why we are not and consider any strategic matters arising which affect carers outcomes.

The Dundee Multi- Agency Guidance toolkit is designed to build confidence and skills of our workforce in supporting Carers. It aims to ensure that our workforce are aware of Carers Rights and statutory duties contained within the Carers (Scotland) Act, and provides a range of information on identifying, supporting and involving Carers in the planning of services and supports.

We also have a number of local groups which report to and support the Partnership in achieving it's outcomes. Representatives of these groups also attend the Partnership.

Including:

- Adult Carers Development
- Young Carers Development
- Short Breaks Development Group
- Communications and Involvement Group
- Learning and Workforce Development
- Quality Assurance

- Carers Voice
- Young Carers Voice
- Carer Interest Network

Who is this resource for?

This toolkit aims to provide information and guidance for our workforce who support carers and their families. This resource is designed to support the development of a consistent approach to supporting carers in Dundee. It is intended to provide direction to staff who support carers and provide transparency for carers and wider partners.

This toolkit is for all practitioners working with carers and the people they care for within the public, private and third sectors across Dundee.

Information within the toolkit is not intended to be prescriptive and cannot be a substitute for professional knowledge and judgement. Services should utilise their own agency procedures, policies and guidance as necessary.

How to use this resource

The toolkit links to a range of resources, statutory guidance and advice that will support our workforce and carers. It highlights what carers should expect from services.



Introduction:

What is the Carers (Scotland) Act?

The Carers (Scotland) Act 2016 came into effect on 1 April 2018. The Act provides a legal framework with measures designed to better support carers health and wellbeing in Scotland.

The Act represents Scottish Government policy direction and vision that all carers should 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 , their intention is that young carers should have a childhood similar to their peers.

The Act expands who can be defined as a carer and supports a greater focus on the impact caring has on the carer as well as what they want in their life.

Coalition of Carers, Carers (Scotland) Act Overview Leaflet

Coalition of Carers have developed an overview leaflet which provides information on the Act as a whole. It can be downloaded here:

<http://www.Carersnet.org/wp-content/uploads/2018/07/What-to-expect-The-Carers-Scotland-Act-1.pdf>

Carers Act Statutory Guidance

For more information, Carers (Scotland) Act 2016 Statutory Guidance can be found here:

<https://www.gov.scot/Publications/2018/03/5082/downloads>

Statutory requirements of the Act

The Act places a number of duties and responsibilities on health boards and local authorities (this can mean a Local Council or Health & Social Care). Detailed statutory guidance accompanies all of these duties:

Adult Carer Support Plan & Young Carer Statement

- ✓ All adult carers and young carers have the right to their own support plan.
- ✓ For young carers, this is called a Young Carer Statement

Provision of support to Carers

- ✓ Local authorities must provide support to adult carers and young carers with identified needs for support that meet the local eligibility criteria.
- ✓ Each Local Authority must set and publish their local eligibility criteria.
- ✓ All carers can be supported through information and advice or signposting to universal services

Local Carer Strategies

- ✓ Local authorities and health boards must jointly prepare, publish and review a Local Carer Strategy

Information and Advice for Carers

- ✓ Local authorities must establish and maintain an information and advice service for Carers in their local area, covering a range of mandatory topics.
- ✓ Local authorities must prepare and publish a statement about short breaks services available to all Carers

Carer Involvement

- ✓ Local Authorities and Health Boards must involve adult carers and young carers in planning the carer services they provide.
- ✓ Health Boards must involve adult carers and young carers before the cared-for person is discharged from hospital.

A Caring Dundee

Dundee Carers Partnership have written a plan for supporting carers in Dundee. This Plan is called - [A Caring Dundee 2017 -2020](#) and sets out our local priorities and how we will achieve our strategic vision and strategic outcomes. The approach to supporting carers has been shaped by local carers.

Through local plans, services and supports for carers and the people they care for should be delivered in a way to enable carers to meet the four personal outcomes. To fulfil this vision the support extended to Carers in Dundee requires working together and in partnership with people and communities, embracing opportunities to:

- Support a shift towards prevention, early intervention and health equality for carers,
- Promote improved outcomes for carers, the people they care for and our communities,
- Increase the accessibility, flexibility and efficiency of services so that people can gain the right support at the right time,
- Increase opportunities for people to be involved in the design and development of supports and services

Dundee Local Carers Charter

In Dundee, we have developed a Carers Charter which provides three pledges to carers living in Dundee so that carers rights are promoted. Dundee Carers Charter was produced by local carers and carers organisations in consultation with local agencies and establishments. A number of agencies have signed up to the charter already and more are being encouraged to do so.

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 acknowledges and recognises the contribution carers make to the person they care for and to the community overall.

It commits to being clear about what resources are available to carers, including support services and respite/short break options, as well as highlighting information and support to help carers manage their own health and well-being and finances and advice on accessing employment, training and learning.

More information about the Local Carers Charter can be found here:

<http://carersofdundee.org/professionals/what-is-the-Carers-charter/>

What's Best for Dundee Carers

Carers (Scotland) Act Pilot

What Carers and practitioners told us

Dundee was selected as a Pilot area by Scottish Government in 2017 to test and provide information about how a number of provisions in the Carers (Scotland) Act might be implemented through consultation and engagement activities

The Pilot project aimed to explore how the Carers (Scotland) Act 2016 could best be implemented to support Carers in Dundee to achieve their outcomes. This included developing and testing support for Adult Carers through the development of the Adult Carer Support Plan, development of the Local Eligibility Framework and the Short Breaks Services Statement.

For more information, What's Best for Dundee Carers Report can be found here:

https://www.dundeehscp.com/sites/default/files/publications/whats_best_for_dundee_Carers_report_18_dec.pdf

Our Vision: Supporting Carers in Dundee

In Dundee, we have developed four strategic outcomes based on what carers and our stakeholders told us.

The four strategic outcomes are:

I am identified
respected and
involved

Carers will say their experience is listened to, used and valued. They will be an equal partner in the planning and shaping of services and supports. Carers will also say that they know and understand their rights and are respected as a Carer.

I have had a
positive caring
experience

Carers will have had a positive experience of supports and services designed to support them and the person they care for. Carers will say that they feel services are well coordinated for them and the person they care for and that they have access to a range of information and advice

I can live a
fulfilled and
healthy life

Carers will say that they have opportunities to lead a fulfilled and healthy life. This may include accessing supports to improve their health and wellbeing, financial security and identifying what is important to them and how they will achieve this

I can balance the
caring role with
my life

Carers will say that they have a good balance between caring and other things in their life and have choices about caring. Carers will say that they are able to spend enough time with people and activities they want to do and are able to continue in the caring role.

How you can help support Carers

Outcome 1

I am identified respected and involved

Identifying Carers
Informing Carers
Involving Carers

Outcome 2

I have had a positive caring experience

Supporting Carers
Adult Carers
Young Carers

Outcome 3

I can live a fulfilled and healthy life

Carers Health & Well-Being

Outcome 4

I can balance the caring role with my life

Short Breaks Services Statement

Carer Strategic Outcome 1. I am identified, respected and involved



Identifying Carers

Who are Carers?

A carer is anyone who provides unpaid care and support, for a friend or family member who is affected by illness, disability, frailty, mental health condition or alcohol or drug use.

Carers can be any age, from children to older people, and carers are part of every community and culture. Carers may be parents, spouses, grandparents, daughters, brothers, same sex partners or neighbours.

Some carers may be disabled or have care needs themselves. Sometimes two people with care needs are carers for each other. Carers might not live with the person they care for, and may also be providing care and support for more than one person.

There is no requirement to be providing certain kinds of care or a certain number of hours of care in order to be recognised as a carer.

An **Adult Carer** is someone aged 18 and over who provides or intends to provide (e.g. after a change in circumstances) unpaid practical, physical or emotional care and support to family members or friends due to physical or mental health conditions including disability, frailty and substance misuse.

A **Young Carer** is under the age of 18, or 18 and still a pupil at school, who has a role in looking after someone in their family. They may have practical or emotional caring responsibility. The policy intention is that young carers are viewed as children or young people first and foremost and should not take on any inappropriate caring roles.

Identifying Carers

Carer Strategic Outcome1. I am identified, respected and involved

Carer identification can be carried out by, amongst others:

- Health and social care and children's service professionals when carrying out assessments with cared for persons;
- Health and social care professionals in hospital settings;
- District nurse teams;
- Occupational therapists;
- Social care assistants;
- GP Link Workers;
- Guidance and teaching staff in schools and staff in colleges and universities;
- Providers of care and support services;
- Housing staff;
- Third sector and independent organisations;
- Employers (including those who are Carer Positive)
- Multi-lingual groups;
- Outreach with gypsy traveller communities and those working with Black and Minority Ethnic (BME) communities

Carer identification can also be carried out by individuals in a wide range of settings, including:

- Community workers
- Volunteers
- Local Community Centres
- Neighbours

Case Study Example

Dundee Carers Centre have been working more closely with local communities and different organisations including small community organisations, Communities Officers and agencies to identify ways of working together to provide a range of locally based personalised supports which support the early identification of Carers and prevention of crisis situations.

Identifying Carers

Carer Strategic Outcome1.

I am identified, respected and involved

Workforce Learning & Development

Our Workforce (all agencies and services) across Health & Social Care will work jointly with Carers to support them to achieve their outcomes.

Partnership working and co-operation is key to providing a joined up, seamless service. This will include joint working between the local authority, children and families services, the NHS, voluntary organisations, education, housing and local communities to support carers.

There is an ongoing programme of learning activities for Health and Social Care workforce and other relevant colleagues which to date has included Carers (Scotland) Act workforce training, Briefing Sessions and Equal Partner in Care (EPIC) E-learning.

Equal Partners in Care (EPIC)

EPIC is the national framework for workforce learning and development related to unpaid Carers. It comprises of a set of core principles which are based on outcomes for Carers and Young Carers . The core principles, practice examples and learning resources on the site are intended to support workforce education and learning about Carers and Young Carers

For further information see:

<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/equal-partners-in-care.aspx>

Informing Carers

Carers Rights

The Scottish Government Carers' Charter contains information to help carers better understand their rights as an adult carer or young carer in Scotland. You can download and print off a copy of the Carers Charter [here](#)

To help Young Carers better understand their rights Young Scot have produced an infographic resource to explain the Carers (Scotland) Act 2016 and what the Act means for them. You can view the resource [here](#).

Further information on supports available to Young Carers can be found on [page 30](#)

MECOPP have also produced a series of accessible Carers Act information sheets for Black and Minority Ethnic (BME) communities. These can be accessed [here](#).

Carer Strategic Outcome 1. I am identified, respected and involved

Coalition of Carers

The **Coalition of Carers in Scotland** have worked together with Carers, carer support agencies and health and social care staff to produce a series of leaflets to explain in simple terms what Carers can expect from the new Carers' Act.

They provide information to help Carers better understand their rights from the new Carers' Act.

- [Adult Carer Support Plan](#)
- [Assessment](#)
- [Short Breaks](#)
- [Self-Directed Support](#)
- [Emergency Planning](#)
- [Hospital Discharge](#)

Involving Carers

Carer Involvement

A key feature of the Carers Act relates to carer involvement. The Act includes a range of provisions to improve the involvement of carers in both developing and planning services locally, and in care planning and hospital discharge arrangements.

All Local Authorities and Health Boards have a responsibility to listen to the views of carers in the planning and design of carer services.

Carers must be involved in the development of the local Carer Strategy as well as the local Short Break Services Statement. Carer representatives and carer organisations may also do this on the behalf of carers.

Carer Strategic Outcome 1. I am identified, respected and involved



What Carers should expect from involvement in health and social care services

The **Health and Social Care Standards booklet (the Standards)** have been written for both people experiencing and people providing care and support. The Standards help Carers to have clear expectations about what care and support should be available for the person they look after, and how they should both be involved.

The Standards booklet provides case study examples to illustrate how the Health and Social Care Standards can be applied to carer involvement practices across a range of Health and Social care services.

*To access the Standards booklet [click here](#)
Easy Read standards booklet is also available to
download [click here](#)*

Carer Strategic Outcome 1. I am identified, respected and involved

Involving Carers

“how can I get involved, give feedback and have my voice heard?”

Local Involvement Opportunities

There are a number of carer support groups which are available in many local areas providing support and involvement opportunities for carers. Such groups are a great source of information and provide opportunities to talk to people experiencing a similar situation and can help you to share ideas, tips and strategies about caring.

Involvement in such groups can also help you to influence health and social care services.

Carers Voice Dundee Group - Carers Voice Dundee is a Carers participation group supported by Dundee Carers Centre which aims to involve carers in decisions on matters that affect their lives and the lives of the people they care for.

Carers Voice and **Young Carers Voice** can provide Carers with an opportunity to discuss and make decisions on matters that affect the lives of carers and the lives of the people they care for. **For more information contact** Dundee Carers Centre by phone 01382 200422 or email centre@dundeeCarerscentre.org.uk or visit the website at <http://dundeecarerscentre.org.uk/what-we-do/carers-voice-dundee>

Contact details for local voluntary organisations:

Volunteer Dundee, Gateway West - Tel 01382 305705 or visit www.volunteerdundee.org.uk

Dundee Voluntary Action - Tel 01382 305700 or email dva@dva.scot or visit www.dva.scot

Carer Strategic Outcome 1.

I am identified, respected and involved

Involving Carers

“how can I get involved, give feedback and have my voice heard?”

National Involvement Opportunities

There are various ways which carers can have the opportunity to share your views at a National level and to join in discussions about national health and social care policy.

Where to find out more information to get involved and provide feedback on health and social care services

Our Voice is all about engaging the people of Scotland to make health and social care better. They have lots of information on the different ways to get involved at individual, community and national levels – for more information please visit -
http://www.scottishhealthcouncil.org/our_voice/our_voice.aspx#.W7daZPZrIU

The Alliance Involvement Network

The Alliance Involvement Network is open to carers and people who are disabled or living with long-term conditions who want to contribute to campaigning and policy activities.

For information, please visit:

www.alliance-scotland.org.uk/membership/involvement-network/
or call 0141 404 0231

Coalition of Carers Scotland

The Coalition of Carers in Scotland exists to advance the voice of *Carers* by facilitating *carer* engagement and bringing *Carers* and local *carer* organisations together with decision makers at a national and local level.

<http://www.Carersnet.org/>

Carer Support Planning

Carer Strategic Outcome 2.

I have had a positive caring experience



In Dundee, we want all carers to be supported to look after their own health and wellbeing, and aim to reduce any negative impact of their caring role. The aim is that carers can continue to care, if they so wish, in good health and to have a life alongside caring.

We will continue to offer a wider 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 or Young Carer Statement.

All carers in Dundee will be offered support and will be able to make plans for their future through supports provided via professionals in Health and Social Care Services and services available via Carer Support Organisations.

'Carers Support should be personalised and Carers should have choices about the support they receive, who provides it and when they receive it'
(What's Best for Dundee Carers, 2018)

'Continue with universal services so people can access without a formal support plan or outcomes assessment'
(What's Best for Dundee Carers, 2018)

Carer Support Planning

Carer Strategic Outcome 2. I have had a positive caring experience

Support planning can help carers to look at their need for support in their caring role and identify how this support can be provided. In Dundee, **Carers can choose different methods of support planning to meet their needs** including:

Independent Planning– Independent planning is most likely to be a suitable route for carers who are managing to achieve their outcomes as a carer and who are able to plan and manage their own support. Many services and supports are available to all Carers and can be accessed directly.

Informal Support Planning – Informal support planning can help support carers to consider what help they need with the support from a worker. This may include a discussion with a Health & Social Care professional, a Carer Support Worker, or someone else.

Targeted/specialist support - Adult Carers and Young Carers have a right to their own support plan in the form of an **Adult Carer Support Plan (ACSP)** or **Young Carer Statement (YCS)**.

1. Independent Planning

Carer Strategic Outcome 2. I have had a positive caring experience

Universal services (sometimes also referred to as **mainstream services**) are those that are provided to, or are routinely, available to, all Carers and their families. This might include information and support that can be accessed via local Carers support services, leisure centres, local libraries, community centres and from internet sources.

All Carers in Dundee will benefit from being able to access universal services and support. Universal services are key partners in the delivery of **preventative approaches** to improving outcomes for Carers in Dundee.

Carers can access universal support services themselves without the need for an Adult Carer Support Plan or Young Carer Statement.

Online Information Resources **ALISS**

ALISS (A Local Information System for Scotland) offers information on Care and Support services for people of all ages. For more information please visit: <https://www.aliss.org/>

Carers of Dundee Website

The Carers of Dundee website is a source of support and information for Carers and professionals in the city. It will continue to be developed through engagement with the people who are using it. For more information please visit: <http://Carersofdundee.org>

2. Informal Support Planning

Carer Strategic Outcome 2. I have had a positive caring experience

Support to Carers can continue to be directly available through informal supports in place across communities, through care group specific agencies and through Carers support services. Information about services specifically available for Carers is available at <http://Carersofdundee.org>

Through informal support planning Carers can be supported to consider what help they need and can identify with a worker how and where they will get this help. Some Carer Support Workers may use a planning document to help Carers make a plan for their support.

Some Carers may find that informal support planning is enough to support them to continue in their caring role. However, there are times when Carers find a change in their circumstances, or the circumstances of the person they care for or the length of time they have been caring in difficult circumstances makes it harder to reach their outcomes as a carer.

At these times a formal support plan (**Adult Carer Support Plan or Young Carer Statement**) may help.

2. Informal Support Planning

Carer Strategic Outcome 2. I have had a positive caring experience

Dundee Health & Social Care Partnership provide a range of services to provide individuals with information and advice relating to care and support, either delivered directly from the local authority or via partner organisations including the NHS and voluntary sector:

Some types of support that carers may wish to access locally include:

- Leisure activities and groups in the city and local communities
- Sources of information or support (Including Carer Support/Carer Support Services)
- Different types of equipment or tools that help in their caring role
- Welfare rights or employment law advice
- Training and learning opportunities that help Carers continue to care safely and help them develop new skills (including Moving and Handling)
- Planning for emergencies and contingencies to avoid crisis situations arising and give the carer peace of mind

3. Targeted/Specialist Support

Carer Strategic Outcome 2.

I have had a positive caring experience

If a carer's needs are either not met, or not fully met through universal and or informal supports then full consideration should be given to more targeted sources of support. If the carers needs are deemed to require more specialist services a more detailed assessment may be carried out through an Adult Carer Support Plan/Young Carer Statement. The worker undertaking this assessment may gather further information from other agencies including third sector organisations.

Dundee Health and Social Care Partnership and Dundee City Council have a duty to offer an [Adult Carer Support Plan](#) (ACSP) any carer over 18. Carers who are under 18/and or 18 but still at school should consider if a [Young Carer Statement](#) (YCS) would be valuable to them. The YCS can accompany the Childs Plan.

Carer Support Planning

Carer Identified

A worker will have a conversation with the carer to discuss how much they feel they need help to develop their support requirements

Carer is managing well in caring role and can manage own support at this stage

Carer would like help to plan support but does not need/want formal support plan

Carer would like help to plan support and think they can benefit from setting out a support plan.
Carer requires more **targeted support/specialist advice.**

All carers can access **universal information and advice services (Independent Planning)**

Carers needs can be met through **universal services (Informal Support Planning)**
– if yes, signpost carer to appropriate service or contact on behalf of carer.

Own agency can meet need without additional resources
– if yes, proceed with own agency response (Informal/Universal Support Plan)

Adult Carer Support Plan (ACSP)/Young Carer Statement (YCS)

Carer Strategic Outcome 2.

I have had a positive caring experience

Adult Carer Support Plan/Young Carer Statement

Support planning can help carers to achieve their outcomes related to their caring role. It is recognised that many carers find that planning their support can maintain and improve their wellbeing.

Adults who provide care and support for an adult or child will have a right to an Adult Carer Support Plan (ACSP). For Young Carers, this is called a Young Carer Statement (YCS)

The ACSP/YCS will support Carers to think about their own personal circumstances and the impact the caring role has on their own wellbeing and day to day life, and whether they are willing and able to continue to provide care. This is a way of finding out what support carers might require from health and social care services.

The ACSP/YCS will give Carers who meet eligibility criteria a right to have their identified needs met. The ACSP/YCS is not an assessment of a carers ability to provide care.

An Adult Carer Support Plan (ACSP) is for anyone over the age of 18 who has a caring role for **someone living in Dundee**

The **Young Carer Statement (YCS)** is for anyone **aged under 18, or over 18 but still a pupil at school** who has a caring role.

Adult Carers

Carer Strategic Outcome 2: I have had a positive caring experience

Personalised support which can enable Adult Carers to meet their personal outcomes can be planned and provided through the **Adult Carer Support Plan (ACSP)**. The diagram below clarifies which services are available to support Adult Carers in the preparation of an ACSP.

An Adult Carer will be offered or can request an ACSP

In Health & Social Care Services, An Assessment worker will be identified by the Team Manager for the team who have responsibility for Assessment and Planning for the supported person (cared-for-person)

Where the person the carer looks after is not involved with Health and Social Care services, the ACSP should be requested via First Contact Team on 01382 434019

An ACSP will involve an **outcomes focussed discussion to identify the level of risk a carer has of not achieving outcomes.**

In Dundee, Carers who are at **very risk in any outcome area** will reach the eligibility threshold.

The local eligibility criteria will identify if a carer is eligible for funding for a Self-Directed Support Budget for carer support

An ACSP will be prepared which lists the planned support towards achieving outcomes as a carer. This will be recorded on Mosaic (Social Work Recording System).

The ACSP will be monitored and reviewed.

Adult Carers Eligibility Framework

Through the Carers (Scotland) Act 2016 the local authority (i.e. Dundee City Council and Dundee Health and Social Care Partnership) has a duty to support Carers whose needs meet the eligibility criteria.

The **Dundee Adult Carers Outcomes Framework** has been designed as a way of considering how best to support **Adult Carers** (i.e. Carers over the age of 18 and not at school).

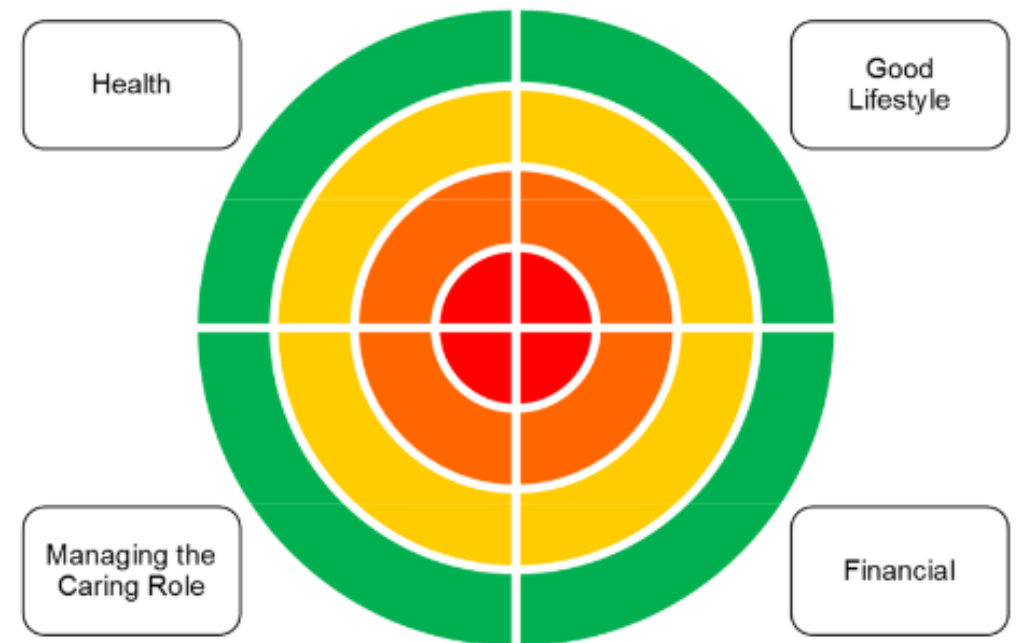
The Eligibility Framework creates a fair and transparent system for determining eligibility and Carers with different needs will be able to access the support and services they need to maintain and/or improve their outcomes.

Carers in Dundee designed local Carers' Outcome, headings of Managing The Caring Role; Health; a Good Lifestyle and Finances; these are used as the outcome headings for local Eligibility Criteria.

Carer Strategic Outcome 2: I have had a positive caring experience

Diagram 1: Dundee Adult Carers Outcomes Framework

Dundee Adult Carers Outcomes



These outcomes are the agreed Eligibility Criteria for Adult Carers in Dundee

Adult Carers Eligibility Criteria

Diagram 2 illustrates the levels of risk relating to Carers assessed ability to achieve outcomes as a Carer. It also indicates the type of support available.

The four outcome headings form part of the Eligibility Criteria and are used to assess if a Carer is eligible for a funded support plan.

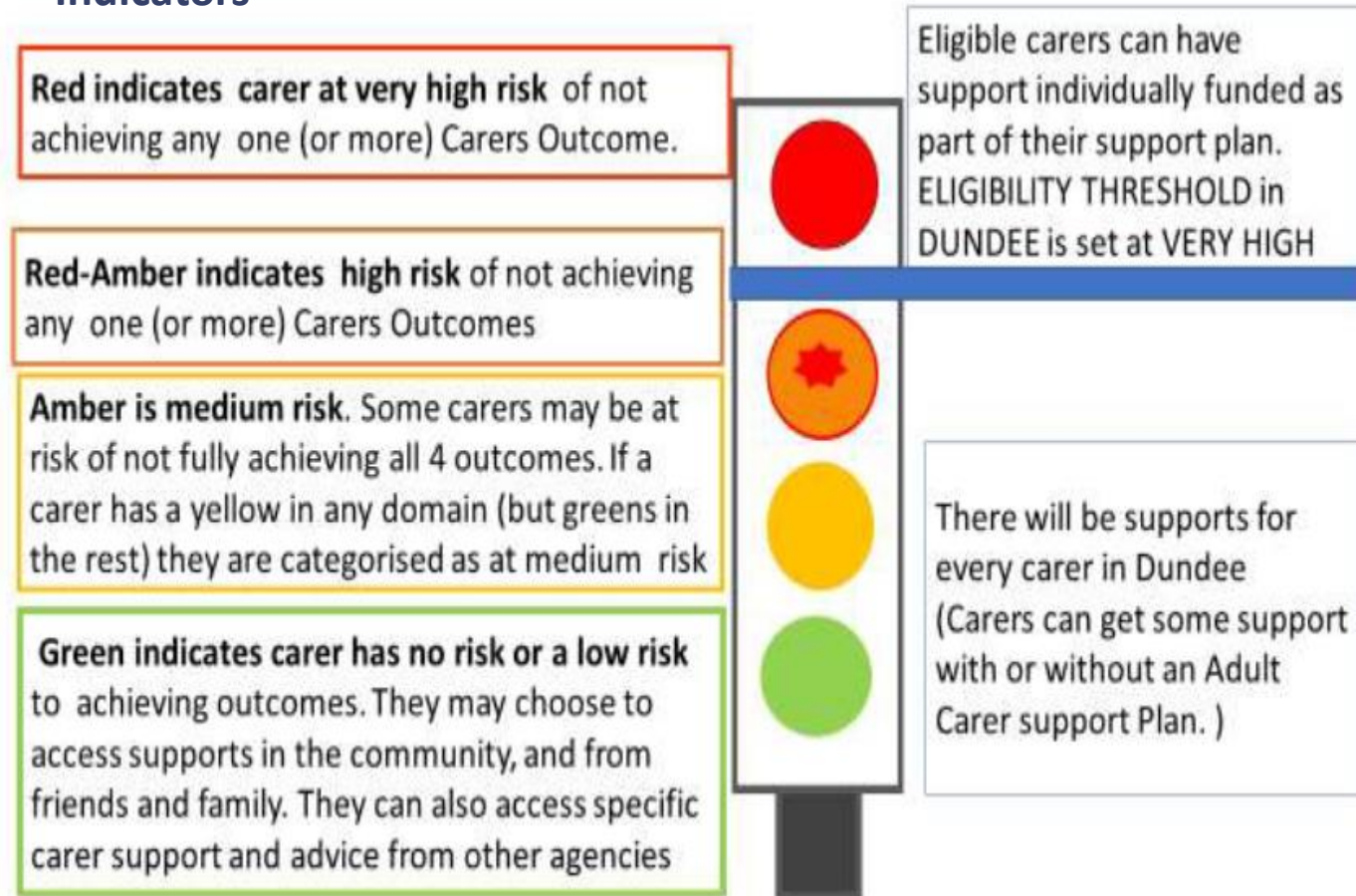
There are 4 risk categories, Very High (Red), High, (Red-Amber), Medium (Amber), and Low/No Risk (Green).

For more information on the Dundee Adult Carers Eligibility, visit Carer Factsheet 9:

https://www.dundeehscp.com/sites/default/files/publications/Carers_fact_sheet_9_0.pdf

Carer Strategic Outcome 2: I have had a positive caring experience

Diagram 2: Dundee Adult Carers Eligibility Criteria/Risk Indicators



Young Carers

The Act gives Local Authorities and other Responsible Authorities specific duties when assessing, preparing, agreeing and reviewing support for Young Carers. The purpose of the Act is to ensure that the role of being a Young Carer does not serve as a barrier to a child or young person's health, wellbeing and educational attainment.

The Act places a duty on responsible authorities to offer a Young Carer Statement to all identified Young Carers and prepare a statement for those that take up this offer, as well as any Young Carer that requests one.

A **Young Carer Statement** is the plan that will outline what the assessed supports for the Young Carer are to be and how, by whom and by when they will be provided.

Young Carers Statements must be undertaken by Children and Families Services. The responsibility of workforce in services for adults is to identify the young carer and to work in partnership with Children Services

Carer Strategic Outcome 2: I have had a positive caring experience

The Scottish Young Carers Services Alliance have worked with young carer services to develop a ***Carers (Scotland) Act 2016 – Jargon Buster for Young Carers***

This resource explains some of the more complicated or unusual words and phrases in the Carers Act to ensure that Young Carers are fully aware of what the Act means for them and their families.

You can download a copy of the Jargon Buster here:

[Young Carers Jargon Buster Guide](#)

Carer Strategic Outcome 2: I have had a positive caring experience

Support for Young Carers

In Dundee, support for Young Carers and the preparation of the Young Carer Statement will be a key part of the delivery of the Getting It Right for Every Child (GIRFEC) framework.

Preparation of the Young Carer Statement in Dundee

The responsibility for preparing a Young Carer Statement sits within the Children and Families Service and will be undertaken by the Lead Professional for the child or young person. This will be either a Teacher or Social Worker. When the young carer is looking after an adult the professionals involved with that adult will work in partnership with the lead professional for the Young Carer.

[Scottish Government Guidance](#) gives a useful overview of GIRFEC and the role that Lead Professionals have in it.

There are organisations across Dundee who can help you if you are a young carer. Support is available from a number of organisations who work with Carers specifically, people who are affected by health conditions, or run activities that may be of interest to you.

Young Carers in School Policy

An existing policy for Young Carers in School, where the role of workers and supports to Carers in schools is explained, the policy can be found on the link below.

[Young Carers in Schools Policy](#)

Link to Dundee Children & Families Young Carers and Young Carer Statement Guidance

[Dundee Children & Families Young Carers and Young Carer Statement Guidance](#)

Young Carers

Assessing Need

In Dundee, the preparation of **Young Carer Statement** will be a key part of implementing GIRFEC (Getting it Right for Every Child) Framework.

All identified young carers should be offered a Young Carer Statement, however it should only be created if the child needs a formal support plan. If you work in Children & Families Services you should assess the needs of a young carer as you would any other child (**SHANARRI**) Are they Safe?, Healthy?, Active? Nurtured? etc. and if not what can you do to support them in that area. If you do not feel you can offer the right support then other more appropriate persons and services can be found throughout this guidance.

If you are teacher, engage in conversation with the child to find out what support might be best for them, school may be able to help with flexibility to ensure the child can manage school and their caring responsibilities in a way that is right for them.

All young carers should be **recorded on SEEMIS** whether or not they require formal support. It is important that young carers are recorded as this will allow Dundee City Council to gauge numbers and adjust service provision, as well as allowing other professionals to be aware of the needs of the child.

The Young Carer Statement will be prepared on Mosaic as part of the Child's Plan or as the whole plan and will outline the support needs of a young carer.

Young Carers

Each of the schools in Dundee should have a dedicated member of staff for Young Carers issues who will liaise with other agencies, the school, and community and ensure that all pupils are aware of the support available to Young Carers. These are the **Young Carer Coordinators**.

If a more formal support plan is necessary for a Young Carer then contact should be made with the Young Carer Co-ordinator associated with the child's school or with their social worker if they have one.

As well as this, the Young Carers Project within Dundee carers centre have various groups and projects to support Young Carers as well as bringing them together with their peers to socialise these are detailed at <http://youngcarers.co.uk/for-young-carers/young-carers-groups>

Young Carers in School Policy

In Secondary Schools, children are usually issued with a National Entitlement card (Young Scot Card) the scheme is currently piloting extra features of the card in Dundee which will be available to help young carers gain access to further discounts, training and support through their Young Scott Card. More information can be found at: <https://young.scot/young-carers/>

The site also provides information on Young Carers allowance and grants.

Young Carers

Roles and responsibilities

The responsibility of supporting a young carer lies with the local authority where the young carer lives, however this could also be the authority in which they attend school if these are different.

Support can be sought from third sector agencies on behalf of the local authority for example Dundee Carers Centre can be asked on behalf of Dundee City Council to support a young carer.

If someone working in Adult services has identified a young carer, it is important to ensure that there is no support that can be given from Young Carers Service at Dundee Carers Centre before seeking elsewhere.

It is important for the worker from Adult Services to recognise the insight and expertise a child may have into the needs of the adult they care for and ensure they listened to and involved (where appropriate) in care planning.

It is important that both adult and children's services work in partnership around the support offered to both Adult and Young Carers.

Although a young carer may express a wish to continue caring or reject a formal support plan, judgement should be used as to whether their role is safe and appropriate for their age.

If a child's caring role does put them in danger, considerably disrupt their education or cause them distress inappropriate to their age or ability to understand then social services should be made aware of the circumstances of the child.

Young Carers

Tools and contacts

The My world triangle is a well known tool for assessing the needs of a child in line with GIRFEC, below is an interactive triangle which can be used to ensure that all the aspects of a Young Carers' wellbeing are considered <https://www.plexusmedia.co.uk/triangle/select.htm>

If a child does not wish to engage with a teacher or social worker, school nurses are also an option and some have noted that Young Carers may wish to ask questions about the health of the person they care for. Another resource to allow this is <http://www.cool2talk.org/> which allows people aged 12-16 to ask any health related question in confidence and have it answered within 24 hours as well as other resources and advice.

Often Young Carers leave school without a positive destination (work, College or university) or they drop out quickly due to the weight of their caring responsibilities, this is where a Young Carers Grant may be useful when it becomes available later this year. Services like Skills Development Scotland may also be able to help with employability, carer friendly employers and help into apprenticeships. <https://www.skillsdevelopmentscotland.co.uk/what-we-do/>

Outcome 3. Carers Health and Wellbeing

Carer Strategic Outcome 3:
I can live a fulfilled and healthy life



Through local engagement and discussion we know that we need to develop our workforce, pathways and supports so that Carers will have:

- Improved wellbeing (this may include physical, emotional or mental wellbeing as appropriate to Carers circumstances).
- Support to minimise the impact of financial hardship, as a result of caring.
- Access to a range of information and advice.
- A range of targeted informal support which they can access for themselves.

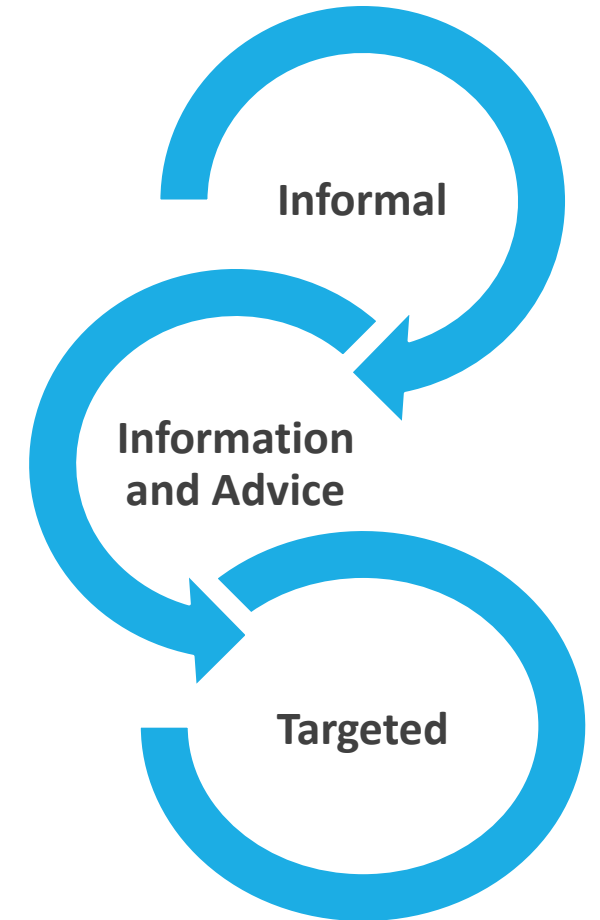
The aim is that by focussing on these key themes we will be able to achieve our strategic wellbeing outcome that Carers will say I Can Live a Fulfilled and Healthy Life and meet duties from the Carers (Scotland) Act 2016.

Carers Health and Wellbeing

Carer Strategic Outcome 3: I can live a fulfilled and healthy life

Promoting ways of enabling Carers to maintain or improve their own health and wellbeing

- **Informal Support** - local support groups can provide a source of support and information for carers. These are available in many local areas across Dundee and can provide opportunities for Carers to access advice, information about supports and information about welfare advice and income maximisation in their local community.
- **Information and advice** – information and advice can also be provided to address specific carer needs. This can be provided from Carers Organisations, GPs, Nurses, Health & Social Care workers and Condition Specific Organisations such as Alzheimer's Scotland or Penumbra.
- **Targeted Support**– Specialists like Occupational Therapists may be able to give advice about simple pieces of equipment and adaptations to the home to support a carer in their care role.



Carers Health and Wellbeing

Within Dundee, we have undertaken a range of activities to enables carers to have opportunities to lead a fulfilled and healthy life.

Locality Access Points

Dundee Carers Centre has developed new ways of working to support Carers in their communities through raising awareness with existing services and working in partnership with Health & Social Care staff and local organisations to meet the needs of unpaid Carers. This has included setting up a new D-Cafe in St Marys, a Drop in Café in the Centre, as well as workers now having regular bases in local communities.

Working within a localities based approach aims to encourage and develop new ways of working with Carers, allowing Carers to access and develop services in their local community. This approach means Carers can access services much more quickly, without having to be added to a waiting list for centrally based services.

Carer Strategic Outcome 3: I can live a fulfilled and healthy life

Dundee Carers Centre - Localities

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, Health & Social Care staff and existing local groups, organisations and workers to identify Carers within the community and develop informal, locality supports for Carers and their families.

The Localities team set the aim of bringing organisations, Carers and their families together to identify test projects in the Coldside area and discuss their experiences of how Carers access resources in Coldside.

Using feedback from Carers, and working with organisations and local residents, two test projects were identified: Coldside Community Cupboard, and Co-ordinated Support Hub. This brought people living and working in Coldside together to plan, resource and take the test projects forward. The group have successfully secured additional resource for the Community Cupboard project going forward.

Carers Health and Wellbeing

Penumbra Carers Support Service

Penumbra Dundee Carer's Service offers both practical and emotional support for those who care for/support a family member or friend experiencing mental health challenges.

Support focuses on areas important to the individual and can be provided on a face to face or telephone basis if preferred. Wellbeing workshops and social groups also run.

The person being cared for should be aged 16-65 and Carers accessing support should be aged 16 plus. Either the Carer or cared for person must reside in Dundee.

Carer Strategic Outcome 3: I can live a fulfilled and healthy life

Penumbra Wellbeing Points

Penumbra are piloting a Wellbeing Point pilot which has been funded through the Dundee Carers Partnership. The purpose of this initiative is to provide easily accessible information to Carers in their local community. This can include information and resources on:

- Self management tools that promote positive wellbeing
- Information and sign-posting to other services and supports both for the Carer and cared for person
- Dealing with distress and safe planning
- Wellbeing workshops (where there is identified demand for these). Topics could include but are not limited to: Mental health and recovery; Wellness Recovery Action Planning (WRAP); Assertiveness; Managing anxiety; Coping with self harm and Safe planning.

We will be present on a rotational basis at a range of community venues including Community Centres, libraries and information centres. Our timetable will be circulated widely and also available on the Carers of Dundee website. A member of our team will be on hand to assist with information that can support individuals in their caring role.

Carers Health and Wellbeing

Dundee Health Inequalities Service

The Dundee Health Inequalities Service combines the work of the Community Health (formerly Dundee Healthy Living Initiative & Equally Well), Sources of Support (SOS), Keep Well and Health and Homeless Outreach Teams. It is supported by Dundee Health and Social Care Partnership and Neighbourhood Services.

Dundee Community Health Team

The Community Health Team is a partnership between NHS Tayside, Dundee Health and Social Care Partnership, and Dundee City Council which provides capacity-building support to local people and practitioners to develop activities that will improve physical and mental health and wellbeing in designated communities in the city. For more information visit:

<http://www.dundeehealth.com/content/our-team>

Carer Strategic Outcome 3: I can live a fulfilled and healthy life

Keep Well Team

Keep Well targets specific population groups offering comprehensive health checks, advice and support. Dundee Keep Well Team are working to provide free health checks. The Keep Well Health Checks are currently available to adult Carers from the age of 18 provided through Dundee Keep Well Team and Dundee Carers Centre. For more information please visit:

<https://www.dundeehscp.com/our-publications/news-matters/health-checks-Carers>

Further information on Health & Wellbeing can be found here:

[Carers Factsheet 10 Health & Wellbeing](#)

Dundee My Wellbeing

Dundee My Wellbeing also has information on accessing local services:

<https://www.dundee.gov.uk/my-wellbeing>

Carer Strategic Outcome 4: I can balance my life with the caring role

Balancing life with the caring role

As part of ensuring that Carers have a good balance between caring and other things in their life, we have committed to undertaken a range of activities to help support Carers have a life alongside the caring role.

Through local engagement and discussion we know that we need to develop our workforce, pathways and supports so that:

- Young Carers are supported
- Adult Carers are supported to continue caring if they wish to,
- Carers have access to short breaks and respite
- Carers who are in employment, training or further education feel supported to maintain this if they wish to.

'A Short Break from caring can support you in many ways including reducing stress in your caring role and enabling you to continue to care in good health as well as increasing your confidence and giving you more balance in your life'
(Short Breaks Statement Consultation, 2018)

Carer Strategic Outcome 4: I can balance my life with the caring role

Short Breaks Services Statement

In Dundee, we are committed to ensuring that Carers, Young Carers and Supported People have access to meaningful, personalised Short Breaks and work will continue to support people to get the right break at the right time to make sure that Carers are able to continue in the caring role when they wish to do so.

Through consultation in Dundee we have developed Statements to define and describe Short Breaks. The **Short Breaks Services Statement** provides further information to ensure that Carers can access to the information and advice you need to plan and arrange a Short Break that works for them.

The aim of the **Short Breaks Services Statement** is to help Carers and people with support needs understand:

- What short breaks are
- Who can access them
- What short breaks are available in the local area and Scotland
- How to access short breaks and find further information.

Link to Short Breaks Services Statement

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

Short Breaks for Carers

Help to plan and arrange a short break

Short Breaks for Carers

Help is available to all Dundee Carers to consider what type of Short Break might meet their outcomes from the Dundee Carers Centre Short Breaks Service. Here is a link to information about the service. (Telephone 01382 200422)

<http://shortbreaksforcarers.org.uk/>

Help to pay for a Short Break

There are a number of ways that a Short Break can be resourced and funded. Sometimes there is no cost and sometimes people will pay for their own break and may have the support of friends and family but sometimes you will need help. People have told us that being able to pay for their break can be their most difficult challenge.

Carer Strategic Outcome 4: I can balance my life with the caring role

A Carers Short Break can be planned as part of completing an Adult Carers Support Plan or Young Carer Statement. This process will identify more information about the caring role and how a carer can better meet your outcomes.

Further information on Adult Carer Support Plans and Young Carer Statements can be found here:

[Carers Factsheet 6 Carer Support](#)

[Carers Factsheet 9 Adult Carers Eligibility Criteria](#)

[Children & Families Services Publications](#)

Short Breaks for Supported People living in Dundee

Some of the people who are supported by Carers can get help with their own Short Break. Adults who need care and support can request an Outcome Focussed Assessment from Dundee Health and Social Care Partnership. The Social Work (Scotland) Act 1968 places a duty on Local Authorities to assess a person's community care needs and decide whether to arrange any services.

Any assistance will be based on an assessment of the person's care needs, eligibility criteria and should take account of their preferences. The services provided to meet the person's outcomes will be set out in their care and support plan based on this assessment which is expected to include a record of the Carer's views.

Carer Strategic Outcome 4: I can balance my life with the caring role

Emergency Plan

An emergency plan is a written document which sets out emergency planning arrangements for the care of an adult or a child in case of emergencies. It makes provisions for occasions when a carer may be unable to fulfil the caring role, and it sets out practical arrangements for short-term, unplanned periods. Emergency arrangements are not the same as Short Breaks but can sometimes achieve some Short Break outcomes.

Further information on Emergency Planning can be found here:

[Emergency Planning Factsheet](#)

ENABLE Emergency Planning resources:

Enable Scotland have developed an Emergency Planning Toolkit and template resources for carers to make an emergency plan and guide conversations around this, which you can download here: [Enable Scotland Emergency Planning](#)

Carer Positive

Carer Positive is an award scheme to recognise employers in Scotland who support Carers in their workforce. Carer Positive recognises those employers that provide a particularly supportive working environment for those with a caring role.

Carer Positive provides three tiers of recognition (Engaged, Established and Exemplary). Support for Carers can take many forms so Carer Positive is appropriate for employers of all sizes and sectors.

The aim of Carer Positive is to:

- Raise awareness of the growing numbers of people who juggle work and caring responsibilities
- Encourage employers to understand the business case for supporting Carers in the workplace
- Encourage and provide recognition to those employers who currently have, or who develop policies and practices which support Carers in their workforce

Carer Strategic Outcome 4: I can balance my life with the caring role

Dundee City Council, NHS Tayside and Dundee Carers Centre have attained the Engaged level and are working towards becoming exemplary.

Further examples of case studies from Carer Positive accredited employers can be found on the Carer Positive website.

Carer Positive Website:

<http://www.carerpositive.org/>

Helpful resources

Carers of Dundee

<http://Carersofdundee.org/>

Carers of Dundee is a website to provide Carers with information that might be helpful to them in their caring role as well as specific information to people who work with Carers and their families.

Shared Care Scotland

<https://www.sharedcarescotland.org.uk>

Shared Care Scotland aim to improve the quality and provision of Short Breaks in Scotland. To do this they offer services including events, publications and research reports and an online directory of Short Breaks services.

ALISS

<http://www.aliss.org/>

ALISS is a local information system for Scotland for people living with long term conditions, disabled people and unpaid Carers to access the information they need to help them live well.

The Care Inspectorate

www.careinspectorate.com

The Care Inspectorate look at the quality of care in Scotland and ensure it meets standards so that everyone experiences safe, high-quality care that meets their needs, rights and choices. They have a list of Registered Care Services and provide information about what care is available and what to expect from care providers. Their Website contains reports about individual Care Services and advises you what to do if you have a concern or a complaint

Helpful resources

Carers Standard for Involvement, Understanding and using the Health and Social Care Standards: a booklet for unpaid Carers:

This booklet is to help unpaid Carers to understand and use the new Health and Social Care Standards.

<https://www.gov.scot/Publications/2018/05/3480>

Scottish Government, Carers (Scotland) Act

Advice, guidance and further information on the implementation of the Carers (Scotland) Act 2016

<https://www.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/Implementation/Carers-scotland-act-2016>

Euan's guide

<http://www.euansguide.com>

Euan's guide is a disabled access review website which shares experiences of restaurants, hotels and anywhere else visit.

Some useful contacts

Carers

(This list is not exhaustive of all services available in Dundee)

Dundee Carers Centre provide an information and advice service for Carers aged 8 and upwards on behalf of Dundee Health and Social Care Partnership. If you are a Carer who lives in Dundee or a Carer who supports a Dundee resident you can get in touch for advice about who can support you at the Carers Centre by contacting centre@dundeeCarerscentre.org.uk or by telephone **01382 200422**

Penumbra Dundee Carers Support Service offers various types of help for people caring for/supporting someone aged 16-65 with a mental health challenge. Workers offer both practical and emotional support focusing on areas important to the individual. Support, advice and information can be offered on a one to one, group or telephone basis. The service can be accessed by contacting Dundee.Carers@penumbra.org.uk or by telephone **01382 223 487**

Dundee Mental Health Cairn Fowk is a local charity which offers help for people caring for/supporting someone with a mental health challenge. Cairn Fowk runs a range of weekly drops ins and peer support groups. You can find out more by visiting <http://www.dmhcairnflowk.org/> or contact by telephone 07704 514 103 or info@dmcairnflowk.org . If you are interested in attending any of the groups, please contact info@dmhcairnflowk.org or by telephone **07704514103**

PAMIS is a national organisation and provides support to people with profound and multiple learning disabilities.. The service can be accessed by contacting tayside@pamis.org.uk or by telephone: **01382 385 165**

Alzheimer Scotland offers services for people affected by dementia in Scotland, providing support to people with dementia and their families and carers. The service can be accessed by telephone on **01382 210200** or visit https://www.alzscot.org/information_and_resources/caring_for_someone_with_dementia

Some useful contacts

Supported Persons

If you are looking for more care and support for the adult or child you look after you can get in touch with any of the Health and Social Care, Social Work and Education professionals who are currently working with them.

The First Contact Team, Dundee Health & Social Care Partnership on 01382 434019, Monday to Friday between 9am and 5pm provides a first point of contact for anyone living in the community, aged 16 and over, who does not have anyone (e.g. District Nurse, Social Work, Social Care Organiser) involved in their care. You should discuss this with person needing support and gain their consent (if appropriate).

If you are a **Carer under 16 or you are caring for someone under 16**, and are unable to contact the relevant Social Care, Social Work and Education professionals you can **contact Children and Families Service, Dundee City Council** on 01382 434 000 if you or the child/young person need to discuss more care and support.

If you or the Supported Person have an urgent matter the First Contact and Children's Services office are closed, you can contact **Out of Hours Service on 01382 307964**.

Glossary of Terms

Adult Carer Support Plan – The Adult Carer Support Plan (ACSP) will be based on an outcomes focussed/assessment discussion with a carer. Completing a Adult Carer Support Plan will focus on their needs as a carer.

Carers Outcomes – the aims which a carer has which may need supported to allow them to continue in the caring role.

Eligibility Criteria – the eligibility criteria sets out conditions that a carer must have in order to access certain forms of support.

Eligible Needs – if an adult carer or a young carer has been identified as needing support to meet the outcomes which they want to achieve, their 'eligible needs' are those that match the requirements set by the local authority.

Eligibility Threshold – the level at which carers qualify for support to achieve carer outcomes (based on the duty of support).

Personal Outcomes (Social Care) - The aims that a person has which may need care and support to allow them to live as independently as possible.

Preventative (services/ approach) - working in a way to help avoid crisis by providing effective supports to enable a person to maintain their health and wellbeing and manage their caring role.

Short Breaks Services statement - A publication each local authority must produce to set out information about short breaks services available in Scotland for carers and cared-for persons.

Universal services - Services, for example libraries, community centres, and leisure facilities that are accessible to everyone in a local area and are not dependent on assessment or eligibility to access.

Young Carer Statement - The Carers (Scotland) Act gives young carers who are under 18, or over 18 and still at school the right to have/request a Young Carers Statement (YCS). Completing a Young Carer Statement will focus on their needs as a carer.

Appendix 1:

Levels of Risk Categories/Carer Outcomes

The table shows the levels of Risk to achieving carers outcomes in more detail and indicates the type of action that might be needed.

Level of Risk	What does this mean?	What action is required?
No/ Low Risk	Caring has no or low anticipated negative impact on achieving Carer outcomes. It is anticipated that the Carer is likely to be achieving and continue to achieve Carers' outcomes. There may be a possibility of some issues and barriers to the Carer achieving their outcomes but this is a very limited risk to their outcomes in the foreseeable future or longer term.	Risk prevention should be considered-Consideration should be given to actions and activities which maintain Carers' outcomes or support them to achieve good outcomes. Carer may wish to plan how to maintain outcomes and this can be done in an informal way without a full Adult Carer Support Plan. If the Carer wants a formal plan this can be completed and should be offered to every Carer. It is envisaged that some Carers at this level will be able to self-manage their supports or seek help from universal provision or Carer services that are accessible without a formal support plan
Medium Risk	It is recognised that caring has negative potential impact on achieving outcomes. There are some identified risks to the Carer achieving their outcomes. Some issues and barriers related to caring create a moderate risk of not achieving outcomes.	With additional information, advice and support the Carer is more likely to achieve their outcomes. Depending on the risk and potential barriers to achieving outcomes it is likely that the Carer may benefit from specific Carer support and other universally available services. The Carer might want a formal support plan or may seek assistance to make an informal (universal services) plan.
High Risk	There are significant risks to the Carer achieving their outcomes. Caring has considerable impact and there is a high risk of Carer outcomes not being achieved unless additional supports are planned and arranged.	The Carer might want a formal support plan or may seek assistance to make an informal plan to support them to achieve their outcomes. Without additional information, advice and support it is probable that the Carer is will not their outcomes. It is likely that the Carer could benefit from specific Carer support and other services and may need advice about these and encouragement to access them.
Eligibility Threshold		
Very High Risk	There are major risks to the Carer achieving Carer outcomes and the Carer may be at or getting closer to a crisis point. For some there may be a need immediate or imminent support as well as a long term planning need.	Evidence of critical impact to Carer achieving outcomes. Action may be needed to get support to resolve immediate crisis as well as longer term planning to avoid this level of risk in future.

GET IN TOUCH

If you have any questions about the information contained in this document, please email:

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dundeehscp@dundeecity.gov.uk