



East Lothian Carers Strategy – Action Plan 2023-‘24

The East Lothian Carers Strategy was developed with the intention of supporting carers to manage their caring responsibilities with confidence and in good health, and that they are able to have a life of their own.

While the strategy outlines our vision for carers and the seven outcomes we want to achieve, the Action Plan outlines the practicalities of how these will be delivered. Implementation of the actions within the plan will be led by the Carers Change Board, with support and feedback from the Carers Reference Group.

Work on these actions will take place over this year and will only be achieved by continuing to build on the joint working that is already taking place, not just with our local carers organisations but with departments across the council, the NHS, community and third sector groups.

Outcome 1: Carers are identified and can access support		
Action	When	Who/Co-ordinator
Pilot our new Adult Carer Support Plan with carers and review based on feedback following first six months.	Apr-Sept 2023	ACSP review project team
Implement audit process for completed ACSP's including feedback mechanism for information on where Carers Outcomes cannot be met	6 monthly beginning Nov 2023	Carers Strategy Officer
Improve ELHSCP web content and make carers information more visible and easily accessible	Sept 2023	Carers Strategy Officer, Corporate Communications Team
Gather data on population profile and investment, look at resource allocation with aim of ensuring this reflects the communities we serve	Oct 2023	Carers Strategy Officer
Review workforce plan to raise workforce awareness of carers and carers issues to maximise opportunities for identification and referral to support services	Apr 2023	Workforce organisation and development
Develop a communications plan to publicise key messages	Apr 2023 and annually	Carers strategy officer, Corporate Communications Team
Improve identification of carers in our community hospitals to identify carers, increase recognition of carers value throughout the persons stay and to support successful discharge planning	Ongoing	ELHSCP and CoEL
Work within communities to raise awareness of carers, referral pathways and their need for support	Ongoing	ELHSCP and partners
Work with our community partners to increase carer identification, including Day centres, sheltered housing, large employers and schools	Ongoing, focus 2023 schools	ELHSCP and partner organisations
Our Young Carers service will develop their work in school 'clusters' and continue to identify Young Carers	Ongoing	East Lothian Councils Young Carers Service and Education
Maximise use of social media/websites/Access to a Better Life East Lothian to raise awareness of carers support services and referral pathways	Ongoing	ELHSCP

Outcome 1: Carers are identified and can access support		
Action	When	Who/Co-ordinator
Develop Young Carer ID cards to help with identification and having views heard.	2023/24	Young Carers Service
Consider barriers to different groups identifying and accessing support, including men, different ethnic groups, LGBT people and those with other protected characteristics	Ongoing, focus 2023 ethnic minorities	ELHSCP and partner organisations

Outcome 2: Carers are well informed and have access to tailored and age appropriate information and advice throughout their caring role		
Action	When	Who/Co-ordinator
Continue to commission services to enable all carers in East Lothian to have access to advice and support throughout their carers journey on wide range of issues	Ongoing	ELHSCP
Review these contracts to ensure delivery of quality services to carers	6 monthly contract monitoring	Carers Strategy Officer
Actively engage with current providers, potential providers and community representatives in assessment of needs and identification of gaps in service provision	Ongoing	ELHSCP commissioning strategy
Review numbers of Carers accessing advice and information services	Ongoing	Carers Strategy Officer
Monitor numbers of ACSP's and YCS being completed	6 monthly audit process	Carers Strategy Officer
Re-introduce post diagnostic group sessions for people with a recent diagnosis of dementia in East Lothian, offered in community spaces and include people with dementia and their carers in delivery.	2023/24	ELHSCP Community Mental Health Team, Alzheimers Scotland and community partners
Develop clear pathways for carers to access both direct support and help developing an Adult Carer Support Plan (ACSP) or Young Carers Statement (YCS)	2023/24	Carers Strategy Officer, CoEL
Develop range and availability of materials available to Carers	Ongoing	ELHSCP and partner organisations
Update East Lothian Health and Social Care partnership website to reflect current support and services	2023	ELHSCP and Corporate Communications team

Continue to provide advice, information and support to maximise incomes for carers (and the people they care for)	Ongoing	CoEL and ELC's Financial management service
Allow Carers direct access, through CoEL and social work services, to funding from SG aimed at reducing hardship associated with the cost of living increases	2022/23, ongoing if allocated from SG	ELHSCP, Service Improvement team
Monitor Carers access to benefits through CoEL support services	Ongoing	Carers Strategy Officer and CoEL
Continue to strengthen our support in line with the principles of Self Directed Support and direct Carers to advice on SDS and managing personal budgets through Lothian centre for Inclusive Living and our financial management service	Timescale tbc	ELHSCP, SDS improvement plan
Refresh our audit with MECCOP and implement findings and cultural competency training for partnership staff and partner agencies as a result	2023	ELHSCP, MECCOP

Outcome 3: Carers are supported to maintain their own physical, emotional and mental wellbeing		
Action	When	Who/Co-ordinator
Improved promotion of ACSP's and YCS's, aim to make this the basis for the 'good conversation'	Ongoing	ELHSCP, CoEL, Young Carers Service
Support carers to promote their own health through ACSPs or YCSs and regular reviews	Reviews agreed at date of assessment, monitored as part of audit	Carers Strategy Officer
Work with individuals to ensure that the level and nature of care provided by young carers remains appropriate for their age	Ongoing	Young Carers Service
Promote and review East Lothian Rehabilitation Service's new direct referral pathway for Carers to access an Occupational Therapy assessment in their own home	Quarterly meetings, May '23 ongoing	Carers Strategy Officer
Monitor demand for CoEL counselling services	Contract monitoring 6 monthly	Carers Strategy Officer

Outcome 3: Carers are supported to maintain their own physical, emotional and mental wellbeing		
Action	When	Who/Co-ordinator
Promote carers issues within Local Employability Partnership	2023/24	Carers Strategy Officer, Local Employability Partnership
Continue to develop materials to support Young Carers in school	Ongoing	Young Carers Service
Help young carers secure the use of their own rights under additional support for learning legislation via the service My Rights, My Say.	Ongoing	Young Carers Service
Support Young Carers who could be eligible for Education Maintenance Allowance (EMA)	Ongoing	Young Carers Service and Education
More well-being events such as Segways, Fox Lake and Walking with alpaca's experiences.	April 2023	ELHSCP, Young Carers Service and CoEL

Outcome 4: Breaks from caring are timely and regularly available		
Action	When	Who/Co-ordinator
Review, with Carers and Carers Representatives, East Lothian's Short Breaks statements ensuring that they accurately reflect the range of local and national opportunities to support breaks from caring	Consultation May 2023	Carers Strategy Officer, Carers change board reference group, community partners
Consider how these statements can be used as a tool for workers and carers in supporting breaks from caring	2023	As above
Review replacement care guidelines within social work to ensure these are applied consistently giving equity of service	Training to adult and LD teams Mar/Apr 2023	Carers Strategy Officer and adult wellbeing
Include an outcome on 'breaks from caring' in our revised Adult Carer Support Plan	June 2023	ELHSCP and CoEL
Monitor innovative solutions to 'breaks from caring' through participation in Shared Care Scotland's promoting variety programme and Health Improvement Scotland events	Ongoing	Carers Strategy Officer
Continue to fund specialist short breaks support for carers so that all carers have access to information and advice on breaks from caring	Annual review	Carers Strategy Officer/ Building better breaks advisory group

Outcome 4: Breaks from caring are timely and regularly available		
Action	When	Who/Co-ordinator
Increase access to personal budgets within the partnership to provide creative breaks from caring	6 monthly	Carers Strategy Officer
Continue our efforts to secure 2 respite beds in East Lothian for use in planned respite situations or confirm alternative provision	1 secured from March 2023	Care Home Link Officer
Continue to support the development of 'Meeting Centres' in Musselburgh and throughout East Lothian to offer support to people with dementia and their carers	2023/24	ELHSCP and DfEL
Keep working with our existing day services, for older people, to expand the range of services on offer to support breaks from caring	Ongoing	ELHSCP and East Lothian day centres for older people
Commission a day service in Musselburgh where there is now an acknowledged gap.	2023/24	ELHSCP
Expand resource co-ordinator service to offer support to more people in the community	2023/24	ELHSCP
Promote our Shared Lives scheme and continue to try and attract new paid Carers to this programme	Ongoing	ELHSCP Shared lives co-ordinator and team
Improve reporting systems so we can more accurately reflect on and build better services to accommodate breaks from caring	As part of MOSAIC review process	ELHSCP
Monitor numbers of Young Carers accessing breaks through opportunities such as active school and holiday activity opportunities, develop range of opportunities available in response to Young Carers feedback.	2023/24	Young Carers Service
Support young Carers to attend the Young Carers Festival	Annually	Young carers service

Outcome 5: Carers are supported to have a life outside of their caring role and can achieve a balance between caring and other aspects of their lives		
Action	When	Who/Co-ordinator
What we will do for Adult Carers		

Outcome 5: Carers are supported to have a life outside of their caring role and can achieve a balance between caring and other aspects of their lives

Action	When	Who/Co-ordinator
As part of planning process have more open and honest conversations about what is possible and what will meet individual outcomes	Ongoing	ELHSCP and CoEL
Increase numbers of carers accessing personal budgets to meet their personal outcomes (Community Care Worker appointed July 2022 who will support carers in this)	Ongoing	ELHSCP
Review implications of updated SDS guidelines (published Nov 2022) to Carers budgets	Oct 2023	Carers Strategy Officer
Agree guidelines for keeping carers informed throughout the process of completing their ACSP through guidance document	2023	ACSP review team
Support carers in employment by increasing awareness of carer specific issues through the local employability network <ul style="list-style-type: none"> o Access to advice and information o Promoting the achievement of Carer Positive Status across local employers o Promotion of flexible working policies that can support carers 	2022/23	ELHSCP and partners
Increase numbers of 'Carer positive' employers	Ongoing	
What we will do for Young Carers		
Work with schools to improve identification of young carers and to ensure both a flexible and understanding approach towards young carers needs and the provision of appropriate and tailored support	Ongoing	Young Carers Service
Work with social work services to ensure that the cared-for person is in receipt of appropriate support (from either Adult or Children's services) to both protect young carers from age inappropriate caring roles and to enable them to have a life outside their caring role	Ongoing	Young Carers Service
Develop clear pathways for young carers to access support and YCS and ensure that these are regularly reviewed	In place	Young carers service

Outcome 6: Carers are respected by professionals as ‘Partners in Care’ and are appropriately included in the planning and delivery of both the care and support for the people they care for and services locally

Action	When	Who/Co-ordinator
Through review of ACSP promote more open and honest conversations around what is possible and what will meet an individual’s outcomes	Ongoing	ELHSCP and CoEL
Take part in review of learning modules available on LearnPro, which are role mandatory for different staff and promote EPiC training as part of this review	2023	Workforce development
Raising awareness with professionals so every interaction in an opportunity to treat carers as partners in care	Ongoing	ELHSCP and partners
Developing and supporting the Triangle of Care Approach to Mental Health Services through review of services and future commissioning.	Elder St, 2023	ELHSCP Mental Health link officer and partners
Review the extent that carers are treated as partners in care within ACSP and YCS and feed back to services results from these	As part of 6 monthly audit	Carers Strategy Officer
Consult carers on the need for provision of independent advocacy support for carers through needs assessment and independent advocacy steering group	2022/23	ELHSCP and partners, Independent advocacy steering group
<p>We will support carers to have a have a say in the development and delivery of services in East Lothian by:</p> <ul style="list-style-type: none"> ○ Maintaining the standards for engagement set out in our Engagement policy ○ Ensure that carers are both represented and supported to be involved in the HSCP strategic groups ○ Engage with CoEL “Carers Voice” group on service planning and delivery: ○ Increase avenues for Young carers feedback including the Young Carers Forum 	Ongoing	<p>ELHSCP engagement officer</p> <p>Carers strategy Officer</p> <p>Carers Strategy Officer</p> <p>Young Carers service</p>
Ensure through Service Specifications that all registered and HSCP care services capture feedback from carers as well as from users of services and have forums to engage with key stake holders	Ongoing	Planning and Performance team
Plan awareness raising events for Carers week	June - annually	ELHSCP, Carers strategy Officer, Corporate Communications
Play an active role in local Health and wellbeing groups	Ongoing	ELHSCP, Planning and performance team
Work with community organisations to share information	Ongoing	ELHSCP

Outcome 6: Carers are respected by professionals as ‘Partners in Care’ and are appropriately included in the planning and delivery of both the care and support for the people they care for and services locally

Action	When	Who/Co-ordinator
Facilitate relationships between 3 rd sector organisations and carers	Ongoing	ELHSCP
Play an active role in Health and wellbeing groups	Ongoing	ELHSCP Strategy Officers
Review findings of Care Inspectorate report ‘adult carers experience of social work and social care’ and implement improvement plan based on its recommendations	2023/24	ELHSCP adult well-being, planning and performance, equalities, corporate communications
Work with Community Learning and Development team to highlight carers needs within the learning and development plan for 2025- 28	2023/24	Community learning and development
Increase avenues for Young Carers feedback, including the young carers forum	Ongoing	Young Carers Service

Outcome 7: Local communities are supported to be Carer friendly

Action	When	Who/Co-ordinator
Work within communities to raise awareness of carers, referral pathways and their need for support, identify areas to focus on each year	Ongoing	ELHSCP and carers organisations
Support Carers Week events and Life Changes Trust Carers Events	Annually	ELHSCP, Strategy officer and Corporate Communications
Develop and distribute information for carers in spaces carers spend time	Ongoing	
Encourage the development of local peer and buddy groups for carers	Ongoing	
Play an active role on local Health and Wellbeing groups	Ongoing	ELHSCP planning and performance team
We aim to make accessing information and support easier and more streamlined by: <ul style="list-style-type: none"> • Joining the dots between community services • facilitating the relationships between third sector organisations and carers • Working with community organisations to share information 	Ongoing	Community transformation agenda
Identify large local businesses to encourage to work towards Carer Positive status.	2023/24	Carers Strategy Officer

Outcome 7: Local communities are supported to be Carer friendly

Action	When	Who/Co-ordinator
Promote the role of Volunteer Centre East Lothian as out Third sector interface and continue to support their 'Community First' community support model	Ongoing	ELHSCP and VCEL
Support Dementia Friendly East Lothian in their aim to make our communities great places for people with Dementia and their carers to live, visit and work in	Ongoing	ELHSCP and DfEL