



Lanarkshire Carers

Partnership Statement for delivering Adult Carer Support Plans

Lanarkshire Carers (the commissioned service)

North Lanarkshire Health and Social Care Partnership (the commissioner)



South Lanarkshire Health and Social Care Partnership (the commissioner)



Introduction

This statement is an agreement intended to build on existing trust and partnership working between the named organisations. It provides a common reference point; useful to guide the collaboration on a daily basis, avoid confusion and provide clarity as and when required. The agreement will maintain mutual understanding and expectations between partners (Lanarkshire Carers; North Lanarkshire Social Work and South Lanarkshire Social Work) in relation to the delivery of Adult Carer Support Plans (ACSPs). The roles, responsibilities and boundaries of all partners will be defined and agreed. The agreement will also provide a staff information and awareness raising tool and ensure that carers have access to accurate information and are signposted and referred appropriately.

What is an Adult Carer Support Plan (ACSP)?

‘Adult Carer Support Plan’ means, as defined in the Carers Scotland Act 2016, a plan prepared by a responsible local authority setting out an adult carer’s identified personal outcomes, identified need (if any), and the support (if any) to be provided by the responsible local authority to an adult carer to meet those needs.

The impact and intensity of the caring role and outcomes are identified in partnership with the carer, during a series of discussions.

What rights do carers have to an ACSP?

The Carers’ Charter helps carers to understand their rights under the Carers (Scotland) Act 2016. The charter states that all adult carers have a right to an ACSP and that the responsible Local Authority must offer this to anyone they identify as an unpaid carer, or any unpaid carer that requests one.

Decisions about whether a carer’s identified needs meet the local eligibility criteria threshold for support from the Local Authority depend on the information obtained during these conversations. The ACSP links to the duty of the responsible Local Authority to provide substantive support to meet identified needs. Identified needs which do not meet the local eligibility criteria are then met by carer organisations, community support and other support networks.

All adult carers are entitled to an ACSP and support from Lanarkshire Carers, whether they meet the local eligibility criteria for support from the Local Authority or not.

How are the outcomes and need identified?

During the conversations with the carer, the impact of the caring role on particular well-being indicators are discussed:

- Health and wellbeing
- Relationships
- Living environment
- Employment and training
- Finances
- Life balance

The focus is on what areas the carer wants to maintain, change or improve. A record of these conversations is collated into a plan where the desired outcomes are established. In partnership with the carer, it is agreed which changes can be affected by the carer themselves with their resources and strengths, and which may benefit from information, advice and support from Lanarkshire Carers and

community/universal support or Social Work. Lanarkshire Carers offers support services to all carers, based on a 'tiered journey model'. The eligibility criteria for the Health and Social Care Partnerships (HSCPs) provide guidelines to identify the organisation that is best placed to lead on planning this support.

How Lanarkshire Carers provides support - Tiered Journey Model

The responsibility to offer and produce ACSPs lies with the Local Authority. North and South Lanarkshire HSCPs have commissioned Lanarkshire Carers to help them discharge this duty by providing information, advice, and a range of direct support services free of charge for all carers. Part of this commissioned service is for Lanarkshire Carers to deliver Adult Carer Support Plans where need is known to be, or likely to be, low to moderate. Lanarkshire Carers work in partnership with, and can refer to, Social Work teams when the carer's needs are known to be, or are likely to be critical and substantial. Social Work will also come into direct contact with carers through the services they provide whose pathway has not included Lanarkshire Carers. When the carer's needs are critical and substantial, Social Work will produce the ACSP not Lanarkshire Carers. An outcome from an ACSP led by Social Work can include a referral to Lanarkshire Carers to access the services they provide. The responsibility to offer an ACSP to all carers we come in to contact with, rests with both Lanarkshire Carers and Social Work. Health staff also have a responsibility to offer an ACSP to all carers they encounter and use the appropriate referral pathway to Lanarkshire Carers or Social Work to ensure this is completed.

Lanarkshire Carers has a referral process in place for its commissioned Direct Support Services for Adult Carers. Their staff work with referred carers to establish a tailored approach to their support. Lanarkshire Carers service delivery model ensures that carers receive the right level of support from the correct organisation/s based on their need. Carers are referred to Lanarkshire Carers via self-referral or (with consent) by professionals such as community groups, voluntary organisations, Social Work, GP Practices and the private sector. Following conversations with the carer, the journey is agreed upon to shape their current level of support from Lanarkshire Carers. This journey is flexible, and the carer is reassured that they can contact the organisation at any time to update this:

- **Journey Route 1 (low level of need)**

All carers are advised of rights including ACSP · Promotion of self-assessment and management · Access to universal services; e.g. information, advice and signposting to achieve outcomes · Connecting carers with their communities will be a key priority at this level.

It is agreed with the carer that they are comfortable with self-managing and arranging their support using our website/calling the organisation. Carers may wish to use 'Carers Space' portal to record their ACSP conversations with their families/friends/other supportive helpers or on their own instead of with an allocated key worker.

- **Journey Route 2 (moderate level of need)**

Carers will have: · Allocated key worker · Active Adult Carer Support Plan · Access to universal and targeted support offered via a personalised outcome based support package · Integrated inter-agency case working where required · Proactive, preventative and asset based approaches will be a key priority at this level.

- **Journey Route 3 (critical/substantial level of need)**

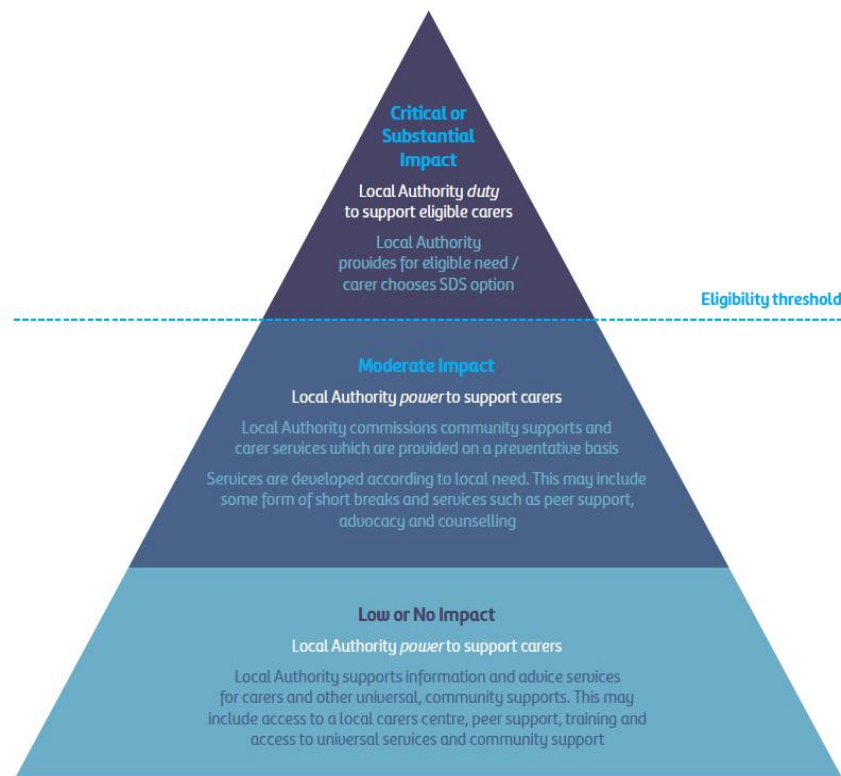
Carer's support will include that offered at Journey Route 1 and 2 · Identified crisis point · Carer breakdown risk is increased · Allocated key worker will liaise with Social Work · Carers are advised of Self Directed Support options · De-escalation and risk management outcomes will be a key priority at this level.

Carers meeting this critical and substantial level of support need will be referred for Social Work to complete the ACSP as these unmet needs are assessed as potentially meeting the eligible threshold for support from the Local Authority. Lanarkshire Carers support and services do not cease at this point, and partnership work with Social Work is common and preferred, however the responsibility of the ACSP rests with the Local Authority if the carer has critical and substantial needs identified. The offer of Self Direct Support (SDS) Options will be made to carers by Social Work following this assessment process.

Carers may already be known to Social Work when needs, outcomes and the right to an ACSP are being discussed. If carers are already in contact with Social Work, and their needs are established or likely to be identified as critical/substantial in one or more areas, the ACSP conversations should be undertaken by Social Work directly.

The carer can simultaneously be referred to Lanarkshire Carers for support and further information, advice and referral. Partnership work is key, and Lanarkshire Carers will work alongside Social Work to prepare and inform the ACSP, although the responsibility remains with the Local Authority.

National Carer Organisation's Best Practice Framework for Local eligibility Criteria



North and South Lanarkshire HSCP eligibility criteria

All unpaid carers can access support from Lanarkshire Carers and can benefit from the range of services provided. In addition to this, North and South HSCPs have their own published carers eligibility criteria to determine if they are required to provide support to carers to meet their identified need based on the impact that caring has on the carer's well-being indicators mentioned above.

The impact of the caring role is then measured across the following, where caring:

- has no impact on the above aspects of the carers life – **no risk**
- has low impact – **low risk**
- has moderate impact – **moderate risk**
- has substantial impact – **substantial risk**
- has critical impact – **critical risk**

No / Low / Moderate risk

- If the carer's need is presenting no or low risk to them or the cared-for person, consider how these needs can be met through services to the cared-for person or what universal or community services are available to provide support. There might only be a requirement for information and advice.
- If the caring role presents a moderate risk, the carer's identified needs can generally be met through the existing range of support or services provided by Lanarkshire Carers, local community organisations and wider community resources.

Substantial or Critical risk

- If the caring role is assessed as having a substantial or critical impact on the carer's life, we will meet these needs under our eligibility criteria.
- This is support that cannot be provided through services for the cared-for person or services that are available generally.
- This type of support could be a short break paid for in part or in whole by the Local Authority. Within this level, replacement care may be offered for the cared-for person, allowing the carer to have a break from their caring role.
- In this risk section, the carer should be offered funding through the four funding options of Self Directed Support (SDS) to enable them to purchase services appropriate to their need. You might also be able to meet some of the carer's needs through services available from Lanarkshire Carers Centre and other organisations.
- In some cases, support may be offered to meet other identified needs that does not meet the eligibility criteria threshold for support from the local authority.

Eligible outstanding needs (unmet needs) and SDS assessments/options

The SDS assessment and therefore the agreement/identification of eligible assessed needs, resource allocation and decisions about financial contribution (and any waiver) sits with Social Work. This is within the Social Work role of completing the ACSP when the need is known to be or likely to be critical and substantial. Lanarkshire Carers currently has no role in these decision making processes.

How do we work in partnership?

Lanarkshire Carers and the HSCPs in Lanarkshire already work closely together to secure good outcomes for carers. Lanarkshire Carers is fully committed to working in partnership with the HSCPs and contributing to carer services and duties under the Carers Act, where we are best placed to do so. Communication across the partnership is key to supporting best practice and effective outcomes, and is fully encouraged between staff from all parties.

Lanarkshire Carers ensure that all carer referrals made to Social Work are followed up, and request updates about the results and outcomes of the support provided by the Local Authority.

Lanarkshire Carers welcome any discussion regarding investment in and further development of carer services. We have a lot to offer in terms of our contracted role and the potential to expand and further develop our work and service delivery efficiently and in a way that most effectively meets the needs of carers in Lanarkshire.

North Lanarkshire Health and Social Care Partnership

Partnership working is a key element of our relationship with our colleagues in the voluntary sector. This approach brings together organisations from both sectors so that the people that we both want to support can benefit from pooled knowledge, resources and experience.

Our partnership with commissioned services enhances the efficiency and quality of services for carers across North Lanarkshire. North Lanarkshire Health and Social Care Partnership (NLHSCP) recognise the vital role that Lanarkshire Carers have in ensuring that carers receive the support they need and the recognition they deserve. This approach helps us to more fully understand the carers perspective and helps raise awareness of the challenges that carers face on a daily basis.

Through Lanarkshire Carers, carers can access a range of supports that helps to more evenly balance their caring role with their other interests and responsibilities.

In addition to the development of Adult Carer Support Plans, Lanarkshire Carers offer support to consider short breaks, grant funding, training and a wealth of practical and emotional support that are geared specifically to meet the needs of carers.

Our commitment to transparent communication lays the foundation for a successful partnership. Partnership working ensures clarity of objectives, trust and robust relationships, all of which benefit the carers who we all recognise as equal partners in care.

South Lanarkshire Health and Social Care Partnership

The South Lanarkshire Health and Social Care Partnership (SLHSCP) has worked in partnership with Lanarkshire Carers since the inception of the Integrated Joint Board. South Lanarkshire Council's Social Work Resources has worked in partnership with Lanarkshire Carers since the early 1990s. There is a long legislative history recognising and responding to the needs of carers which has culminated in the Carers (Scotland) Act 2016. (Carers Act)

The SLHSCP has specifically commissioned Lanarkshire Carers to assist in our delivery of duties and responsibilities outlined within the Carers Act. Adult Carer Support Plans offer South Lanarkshire carers a focus on what is important to them as carers and providers of care. We want to ensure they can continue in their caring role (if they choose) in good health and wellbeing, having a life alongside caring.

Working in partnership is an effective way of targeting resources to those most in need of our care and support. We recognise that the current pandemic has created some challenges for traditional services that benefitted the cared-for and carer. We will continue to work in partnership to ensure our Adult Carer Support Plans, reflect good conversations with carers and ensure we capture what is important to them in terms of their eligible needs.

Appendix 1

www.lanarkshirecarers.org.uk

Mapping Lanarkshire Carers ACSP activity by locality 2020/2021

North Lanarkshire

Engaging Carers and Identifying Outcomes



(North Lanarkshire Carer Statistics: 1 April 2020 to 31 March 2021)

877
New carers identified

2,959
Carers engaged and supported

17,406
Services accessed by carers

520
Adult Carer Support Plans (ACSPs) progressed

Black, Asian, Minority Ethnic Carers (BAME) North Lanarkshire

New carers identified	31
Carers engaged/supported	173
ACSPs progressed	82

Coatbridge

New carers identified	149
Carers engaged/supported	436
ACSPs progressed	74

Bellshill

New carers identified	116
Carers engaged/supported	429
ACSPs progressed	55

Motherwell

New carers identified	137
Carers engaged/supported	478
ACSPs progressed	92

Cumbernauld

New carers identified	199
Carers engaged/supported	657
ACSPs progressed	134

Airdrie

New carers identified	168
Carers engaged/supported	580
ACSPs progressed	94

Wishaw/Shotts

New carers identified	108
Carers engaged/supported	379
ACSPs progressed	71



All carers known to Lanarkshire Carers (per locality area) 5,751 in total

South Lanarkshire

Engaging Carers and Identifying Outcomes



(South Lanarkshire Carer Statistics: 1 April 2020 to 31 March 2021)

1,334
New carers identified

3,098
Carers engaged and supported

18,914
Services accessed by carers

789
Adult Carer Support Plans (ACSPs) progressed

Rutherglen/Cambuslang

New carers identified	184
Carers engaged/supported	435
ACSPs progressed	152

East Kilbride/Strathaven

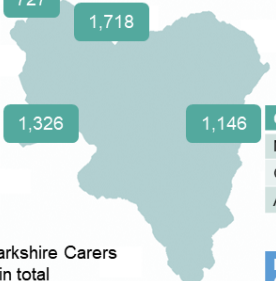
New carers identified	400
Carers engaged/supported	893
ACSPs progressed	217

Hamilton/Blantyre

New carers identified	413
Carers engaged/supported	1040
ACSPs progressed	249

Clydesdale

New carers identified	337
Carers engaged/supported	730
ACSPs progressed	171



All carers known to Lanarkshire Carers (per locality area) 4917 in total

Black, Asian, Minority Ethnic Carers (BAME) South Lanarkshire

New carers identified	26
Carers engaged/supported	105
ACSPs progressed	60

Appendix 2

Methodology

This statement has been produced following a series of consultations with relevant staff. It was recognised that the various disciplines within Lanarkshire Carers would be able to provide differing and unique viewpoints on the subject of Adult Carer Support Plans and the associated partnership approach.

Views have been gathered from staff throughout the evolution of this document and it is intended that it will be a 'living' piece of work, where language and content will be updated and reviewed as changes occur.

It is the responsibility of Lanarkshire Carers and North and South Health and Social Care Partnerships to discuss, agree and document changes before the text is amended.

Consultations took place in the following order:

- ▶ **Focussed discussions regarding key messages with Senior Management Team in information gathering phase** - discussions based around the nature of Lanarkshire Carers commissioned services from North and South Health and Social Care Partnerships
- ▶ **Draft document circulated to Senior Management Team** – focus on how the statement fits with current policies, procedures and legislation
- ▶ **Draft document circulated to Carer Support Workers** – Carer Support Workers provided comment on how the statement would influence conversations on a day to day basis with carers and support the practical delivery of Adult Carer Support Plans
- ▶ **Final draft agreed** – staff team agreed the draft to then be put forward for discussion and agreement with North and South Health and Social Care Partnerships

Comments from Carer Support Workers during consultation included:

"Brilliant piece of work! This should help me out a lot!! I like how clear it is and always refers back to SW responsibilities"

"I know I have had to have this conversation with social work in the past and it would be helpful if we can forward the document to them to make sure they fully understand ours and their responsibilities..."

"That's a great piece of work which puts it in black and white where we and social work stand on the responsibility for completing ACSP's, dependant on the category the carer's needs fall in to."

"I think it's very good-very clear about who is responsible for completing ACSP each level of support."

Comments from Senior Management Team following the final draft included:

"It is a really good and well written document and I think will be very useful."

"This is an excellent piece of work."

"We need this document to ensure that carers rights are met through clear and effective partnership between Lanarkshire Carers and Social Work"