

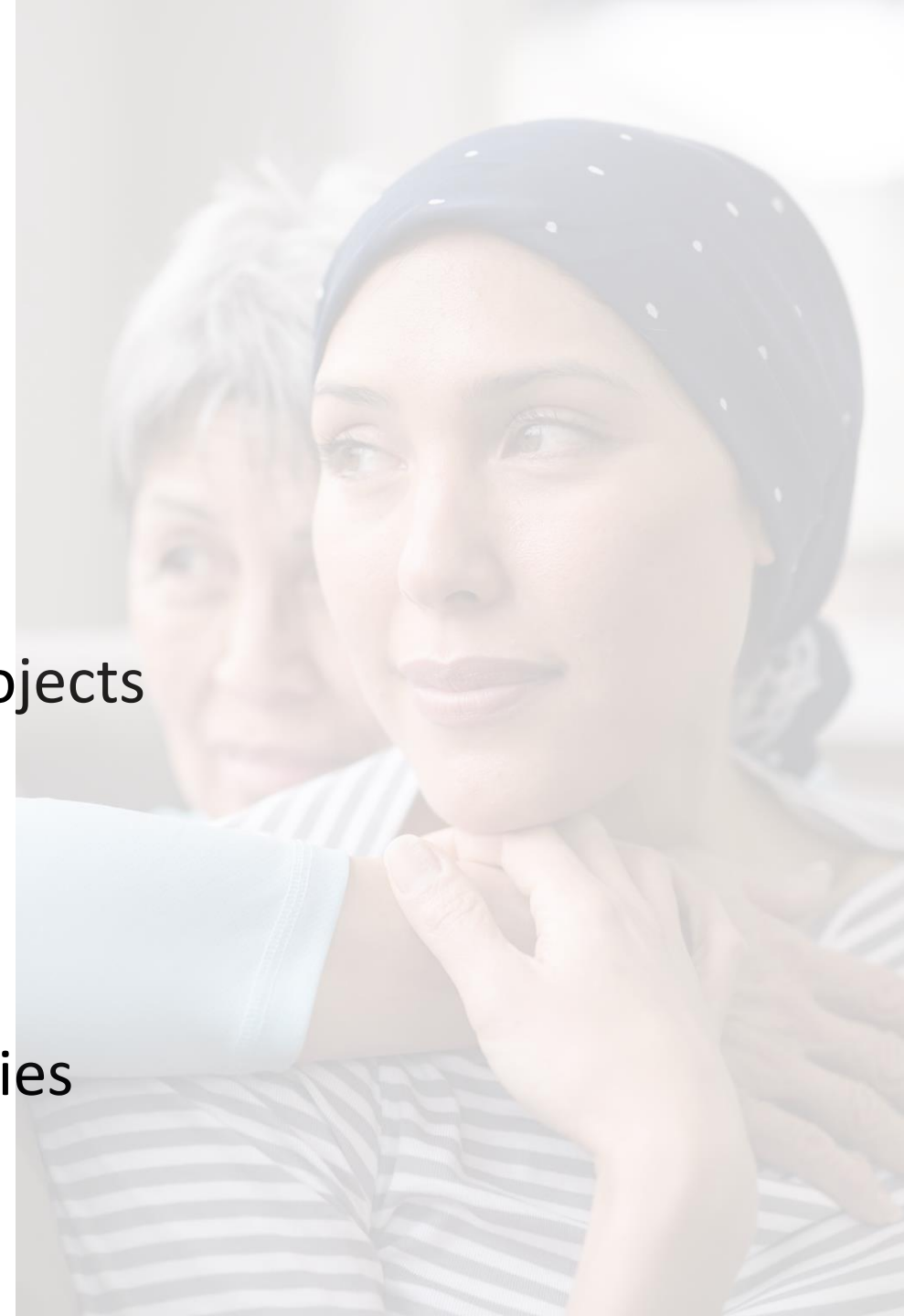
ACHSCP Carers Strategy 2023 - 2026 Story so far....



Year 1 Annual Report Jan 2023 – Jan 2024

Today

- Chapter 1 – Strategy Launch
- Chapter 2 – What's Changed Overview (Data)
- Chapter 3 – Developing the Action Plan
- Chapter 4 – Linking with LOIP - Improvement Projects
- Chapter 5 – Carers Reference Group
- Chapter 6 – Carers Case Studies
- Next Chapter – A look to the year ahead
- Add to the Story – Discussion, ideas, Opportunities



Strategy Launch – Early 2023

Aberdeen City Carers Strategy 2023-2026 "A City for all Carers"



January
2023

IJB Approved
Strategy

March
2023

Official
Strategy
Launch

Spring
2023

Summary and
Video of
Strategy
published



Our plan for supporting all Carers in Aberdeen City

Carers Strategy Summary Video – [YouTube Link](#)

What's Changed?

Carers Strategy Implementation – Key Highlights Timeline



What's Changed continued

In Aberdeen City 2022 there were **803** carers known to our Adult Carer Support Service and **135** young carers known to our Young Carer Support service in August and September 2022. The 2011 Census estimated that there were 222,793 people living in Aberdeen and that 15,571 are Carers. With 6,229 stating that they provide more than 20 hours of unpaid care per week. The Scottish Health Survey (SHeS) presents that 11% of Aberdeen's population identify as a Carer. This is lower than the national average of 15%. This would take us to a figure of 24,500. Of these numbers there are estimated to be approximately 2000 Young Carers.

This year has seen increases of number of people engaging with services. Increase of Carers open to the Adult Support service has increased from 400 21/22, 803 22/23 and now 1006 23/24. Young Carers has recently closed a number of cases due to transitioning to Adults, so has a lower number of cases open, however there has been more referrals 2023.

Identified Carers receiving support	2022/23	2023/24
Adult Carers open to Quarriers Adult Carer Support Service (inc Enhanced Support Service)	803	1006
Young Carers open to Barnardos Young Carer Support Services	135	133



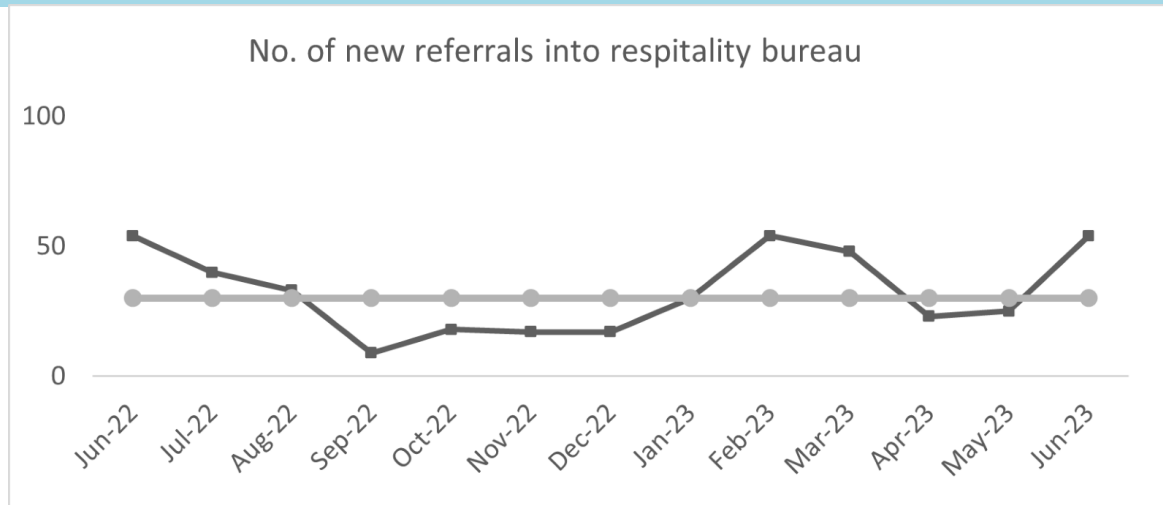
Developing the Action Plan

Linking with LOIP Adult Carers Improvement Charter

Project Aim Increase the number of unpaid carers feeling supported by 10% by 2023, allowing them to enjoy a life alongside caring and to enable the caring role to be sustained.

Respitality Bureau

One notable and novel change made during this project was the introduction of the Respitality bureau. The Respitality bureau started as way to support carers to take short breaks without the added stress of completing lots of paperwork or having to find breaks themselves, as this can be time consuming and can add stress to an already stressful caring role. Our aim was to complete application forms either in person or via telephone calls, to source and book chosen breaks on carers behalf where they feel there is limited availability to do so.



The Time to Live (TTL) Project

This project tested a new means of allocating short breaks funding to Carers. Previously Carers had to complete an application pack which had a point scoring form that equated points to pounds based on the care role and time spent caring. Many carers backed off from applying for funding because they said the paperwork felt too much for them. This led the service to rethink how to open the funding to make it as accessible to carers as possible while still collecting the data required for funders reports. The revised process now includes 2 members of staff who help Carers complete their application in person or on the phone. The financial award was £300 which a recent revision allowing Carers be awarded up to £500 if their desired break/activity included their Cared-for. As a result of this, we have seen a tremendous increase to the number of Carers accessing the service and the funding.



Chapelton Respite Flat

Are you an unpaid carer?
Aged 55+?
In need of a break?



Chapelton Respite Flat

Caring can be rewarding and positive, but it can also be a difficult and challenging role. Breaks from caring - to recharge your batteries and keep in good health - are in short supply. To this end, a fully furnished two-bedroom respite flat has been made available for carers aged 55+ in a vibrant community at Chapelton of Elrick, just five miles south of Aberdeen - close enough to return home quickly should there be an emergency situation with your cared-for.

What's available on-site and nearby?

- Free parking
- Electric vehicle charger
- Fitness studio
- Brasserie
- Ice cream shop & café
- Greengrocer
- Landscaped gardens
- Pop-up shops
- Hair & beauty salon
- Barber shop

Facilities at the property include a TV, fridge, induction hob and microwave. Towels and bedding will be supplied, and the property will be thoroughly cleaned between stays. Check-in is from 3pm on Fridays and you can stay for up to a week. If you wish to bring your cared-for with you, Granite Care Consortium can provide up to 14 hours care per week at the property.

To express your interest in taking a break at the property, or for further information, please speak to your Care Manager, Carer Advisor or Family Wellbeing Worker.

Chapelton

A collaborative effort with local businesses. We tested out a new respite facility at the Chapelton retirement village, along with Aberdeen City Council, to give carers more options for respite in Aberdeen. As part of the respitality bureau, we managed to collaborate with a few local businesses within the village to negotiate deals for carers during their stay there to support local businesses and allows carers to have more options as part of their break. Funding from the Time to Live grant was also available to Carers to use during their stay.

The Chapleton Respite Flat project is exploring the development of person-centred short breaks specifically for Unpaid Carers caring for Older People with high level needs, for example Dementia. The project will explore how to create innovative choices for short breaks support to Unpaid Carers who wish to access replacement care support via SDS Option 3.

We have chosen to focus on this group as this where we face significant challenge in providing support which both meets the needs of the Unpaid Carer, in terms of receiving a break, and also those of the Cared for person to ensure that the break is positive and meaningful to them. This is also a group where SDS Option 3 support is often their preferred option but we have been unable to provide the same level of flexibility and choice which is currently on offer via SDS Options 1&2.

Whilst we have not specifically used Promoting Variety as an approach before we do have experience as a Partnership of the collaborative commissioning approach and are keen to embrace the promoting variety principles in developing our short breaks offer in Aberdeen. We are committed to offering a market of choice to Unpaid Carers and that this can only happen if all those involved in supporting Unpaid Carers and those they care for collaborate.

Transport links & parking

The Stagecoach bus 7B departs hourly from Union Square Bus Station, with the journey taking around an hour. There is a bus stop beside the property. Timetable here: bit.ly/3UKSGJP
Free parking is available on-site.

Check in & keys

Check in: Friday* from 3pm
Check out: Friday* by 11am
*Standard days, variable by negotiation
Keys can be collected from and returned to reception within office hours.

Facilities at the flat



Beds

There is a sofa bed in lounge, a double bedroom and a single bedroom.



Induction hob

Instructions provided
N.B. The hob is not suitable for use by those with a pacemaker.



Television

Covered by TV licence.



Furnishings

The flat is furnished and has bedding & towels provided.



Tea & coffee

Complimentary facilities.



Microwave

Instructions provided.

What's available at the development?



Accessible restaurant

A two-course lunch is provided daily except Mondays, when a microwave meal is provided.



On-site parking



A fitness studio



Electric vehicle charger



Slate & Grain brasserie, bar & coffee lounge

See opening times and menu here: bit.ly/3An3NPm



On-call alarm

Connecting to a call centre that can arrange an ambulance



Landscaped garden



WiFi

Available in the restaurant sitting area



On-site staff

Presence from 7am-10pm. No care staff are present, however Paramount can provide support with care during your stay. This should be arranged in advance via your Care Manager or Support Worker.



Coffee morning

An owners' coffee morning takes place every Tuesday. Carers welcome.



Themed dinner

A themed dinner is held every second Friday.

Other useful information

- Carers using the flat must be aged over 55, but your cared-for can be under 55
- No smoking or pets
- Remember to use your own GP if needed
- Buildings insurance is in place, but the property is not covered for belongings & valuables
- Lunchtime meals are covered in cost of provision for carer. Any additional meals will need to be purchased. There is a Tesco and Asda nearby for shopping or arranging delivery.



Booking

To book, please contact your Care Manager or Carer Advisor / Family Wellbeing Worker.



Wee Blether

The Wee Blether is a test for change pilot scheme aimed to reduce social isolation observed amongst our Carers post-Covid, by bringing Carers together for company and a chat, and to build better links to the local community by working in partnership with local authorities. The Wee Blether groups were targeted at our unpaid Carers aged 55+ and they were welcomed to bring their Cared-for along.

Provided for our Carers are free soup and hot drinks, games and activities. Part of our support was to also signpost our Carers to ongoing activities and groups within the local community providing additional support via local businesses and organisations. Our aim was to set up 5 Wee Blethers within the locality.

Photos from the Wee Blether Christmas festivities, also a leaflet of for the Wee Blether at the The Hub at Middlefield



Come along for a Wee Blether!

Wee Blether is a pilot scheme focusing on the AB16 7 area of Aberdeen that aims to bring individuals, including carers, aged 55+ together for company and a chat, addressing isolation and building links into the community. If the demand is there, we hope to roll the scheme out into communities across the city.

What's on offer?

- Free soup and hot drinks, company, and games and activities if there is a demand for these. We can also signpost you to other groups and activities within the area.
- Meet staff from Aberdeen City Council's Wellbeing Team and Aberdeen Carers Support Service.
- You are welcome to bring your cared-for along with you, and transport can be arranged if required.

Where: Middlefield Community Project, The Hub, Manor Avenue, Aberdeen, AB16 7UR

When: Mondays from 12 noon – 2pm, starting 9 January 2023

To be referred, please speak to your Care Manager, Care At Home Provider, or your Quarriers Carer Advisor/Family Wellbeing Worker. Please also let them know which dates you wish to attend, as pre-booking is required.

We hope to see you there!

Linking with LOIP - Young Carers Improvement Charter

Increase by 20% the number of registered young carers accessing support from the Young Carers service by 2025.

Think Young Carer Training: Initially sessions were offered to individual schools and organisations across Aberdeen City, however, the improvement charter has identified the need to run open sessions for individuals across different professions to engage with. Training with individual schools/organisations will still be promoted and offered where they feel it would be suitable for whole team involvement.

In the 'Think Young Carer' training, attendees find out about Young Carers, how to identify a Young Carer, their right to support in Scotland and about the available support to Young Carers in Aberdeen City. We also discuss the referral process to Barnardo's Young Carer service and have time to answer any questions surrounding individual cases they may be working with.

At present, training has been delivered to different primary and academy schools across Aberdeen City, health professionals, and professionals from organisations such as CLAN, Maggie's, Charlie's House, Roxburgh House, Befriend a Child and ADA. The hopes of this training is not only to raise awareness and train professionals within the city to identify Young Carers, it is also hoped this will allow better partnership working with professionals and organisations – thus increasing the level of support available to Young Carers.

Additionally, we have run short 'Think Young Carer' sessions to young people themselves through PSE classes and assemblies within identified schools which has led to an increase in self-awareness and taken an early intervention approach to supporting Young Carers.



Information for Young Carers



Review the use of Young Carers Statement: We are currently reviewing our referral pathway to make the service more accessible to Young Carers and their families. Completion of the Young Carers Statement was often a barrier to receive a service due to available timing of professionals and ability to complete the form with the families. The new referral form launch is underway in January 2024 and will be a shorter 2 page document to receive core details.

Within initial discussions with the family, the Young Carer will then be offered a Young Carers Statement which will be completed by Barnardo's – or if they feel it is more suitable, by another professional involved. There is hope this will allow more Young Carers to receive a service whilst ensuring Young Carers Statements continue to be offered.

Young Carers - Our filming group with SHMU will commence on the 18 January for a period of 11 weeks. This will allow 15 Young Carers to create a short film about their day-to-day lives and what it is like to be a young carer. This will hopefully also include some information on the support available from the service – although we are not 100% sure how this will look as it will be based on the Young Carers ideas, voices and feedback. This will be shared with agencies across Aberdeen, on our website and within the Think Young Carers training sessions.



Establishing a Carers Reference Group

Our Consultation and Engagement Development Officer, has been working on establishing a Carers Reference Group. This Group will be a Carers led group, the group met initially in September/ October 2023, here are some of the themes for what the Group role/ purpose should be.

It is worth noting this group already has 10- 12 regular attendees. A massive effort has been put into creating this a flexible group offering anytime for meeting, levels of engagement and truly appreciating Carers time and availability.



Our very own Matt Carter down at Aberdeen Vaccination Centre talking to attendees about Carers Support. One of the Vaccination Team made him his own T-Shirt!!

SHMU Radio Show giving overview of the Reference Group Aired 8.1.23

Themes – Carers Reference Group

The following are summaries of the points raised (September and October 2023) during discussions held with seven people who provide unpaid Care.

The broad questions asked: **what should the Carers Reference Group be about? What should it's role or purpose be?**

- 1 A warm, inviting group, who are empathic towards each other.
A place where informal support can be given by group members, to other group members
A space where success' and challenges can be aired in a non-judgemental environment.
- 2 A space to share knowledge and insights - to potentially create an information resource for other unpaid Carers (E.g., in respect of technical, legal issues - Guardianship or Power of Attorney).
- 3 To enter into an open and honest conversation, and ask questions of: decision and policy makers within Aberdeen City Health and Social Care Partnership on matters related to services for Carers and those they care for.
- 4 To be heard at a Governmental level on the challenges and difficulties faced by unpaid Carers and those they care for. E.g., in respect of benefits
- 5 Explore ways to increase understanding amongst the general public as to the challenges faced by unpaid Carers and the benefit they give to all our communities.
- 6 Diversity - the group should be able to represent a wide range of Carers - E.g., the wide variety of reasons that necessitate unpaid Care; the relationships, the age ranges and backgrounds of those providing unpaid Care.
- 7 A place to highlight difficulties in getting the right type and level of support for people when their needs change.
- ? What, if anything, is missing from this list?

Promotion and Feedback

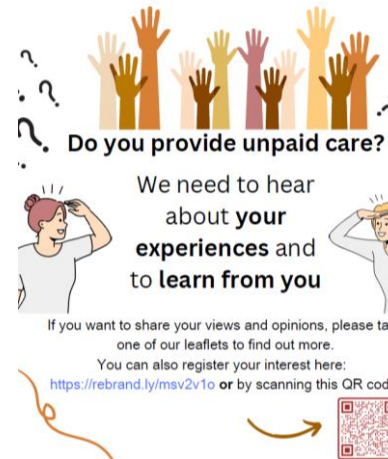
Carers Week – 5-11 June 2023

Loads of Activities and Engagement Opportunities, stalls at Vaccination Centre.

Looking forward to Carers Week 2024
10th June 2024

Young Carers Radio Show

[Link Here](#) – Aired December 2023, brilliant input from young carers and Amy Duncan from Barnardos.



Carers Reference Group

Posters distributed to community spaces, electronic distribution and continued engagement at public events. Encouraging as many Carers to join.

Aberdeen City Carers Strategy 2023-2026
"A City for all Carers"



Annual Unpaid Carers Survey Now Open

LET'S HEAR FROM YOU!
RESPOND BY FRIDAY 19TH JANUARY 2024

Carers Annual Survey is OPEN!

This survey was set at the start of our Strategy, to check in with Carers, and gauge whether our Strategy is making an impact. Our ambition is to increase responses year on year and use the feedback to influence our action plan development.

Link here to promote to Carers Link here [Carers Annual Survey 2024](#)

Young Carer Case Studies

Young Carer 5 – Groups Only Support

Young Carer 5 (YC5) was self-referred to our service by Mum in April 2022 to receive support on a group only basis.

YC5 is 13 years old and attends a secondary school in Aberdeen. She lives at home with her Mum – who is the cared for person – and elder Brother - who is also a Young Carer. Both YC5 and her Brother care for their Mum due to her physical health – Functional Neurological Disorder (FND), Fibromyalgia and Ankylosing Spondylitis – and poor mental health.

She supports her Mum to undertake everyday household responsibilities, offers mobility support and provides emotional support; especially when experiencing a “flare up” of her conditions. Mum’s health has had an impact on YC5 social opportunities as well as her own mental health and wellbeing.

From referral up to December 2022, there had been very little engagement in the group opportunities by YC5 due to her social anxiety, and lack of peer connections within the service. Upon request from Education, we offered YC5 an opportunity to review her Young Carers Statement in a visit with the project worker – which also provided an opportunity to identify supports available to encourage her group engagement.

She then built a relationship with the project worker and through an existing friendship with another Young Carer, her group engagement commenced. Since January 2023, YC5 has engaged with 20 group opportunities alongside the Outward Bounds and Scottish Young Carers residential.

Consistent communication has been kept with the family throughout to monitor the impact of Mum’s caring role on the home environment and YC5; where appropriate, signposting opportunities have been provided to ACIS and The Bounds. During this time, YC5 has also been referred to CAMHS via her GP due to ongoing concerns regarding her mental health.

It was discussed with Mum that YC5 would be put on the waiting list for a befriender allocation to support with her emotional wellbeing and reduce the concern of social isolation.

Within these opportunities, she has developed positive peer relationships, found confidence within herself, and fully engaged in the opportunities offered. Additionally, there has been a positive impact on her ability to meet her allocated outcomes:

YC5’s initial outcomes on the 15th of January 2022:

Improved Mental Health and Wellbeing = 4

Reduced Impact of Caring = 4

Increased Choice of Activities/ Opportunities = 4

YC5’s current outcomes (as reviewed in September 2023):

Improved Mental Health and Wellbeing = 3

Reduced Impact of Caring = 2

Increased Choice of Activities/ Opportunities = 2

YC5 Mum shared the following feedback on return from the residential trip:

“I have noticed such a difference in YC5’s confidence since attending the Young Carers groups. YC5 didn’t really leave the house before having the support from Barnardo’s but has since gone on a 5 day trip and now looks forward to the activities provided by Barnardo’s. I am so thankful that this service exists, and that YC5 has now found a safe place she can be her true self. As her Mum, that makes me very happy.”

Young Carer Case Studies

Young Carer 3 – One to One Support

Young Carer 3 (YC3) is an 18-year-old who currently studies at North East Scotland College (NESCol). YC3 was referred to the Young Carers Service in August of 2020 by education professionals to receive 1-1 support, group opportunities, signposting and financial support. They were also referred for support with access to further education opportunities.

YC3 is a Young Carer for their mother who has a diagnosis of Myalgic Encephalomyelitis (M.E). They have substantial caring role, offering emotional support, accompanies their mother to shopping, personal care, and helps with household activities.

They also have their own health needs after receiving both an ASD and ADHD diagnosis in 2022 and having struggled with their own mental health throughout their childhood. They manage their appointments as well as their responsibilities exceptionally, however, puts a lot of pressure on themselves to succeed.

Initially, YC3 was offered fortnightly one-to-one sessions either face-to-face or virtually during the pandemic to understand the impact of their caring role and to support them to access a break from caring. As the one-to-one sessions progressed, the focus of support changed to allowing YC3 a space to explore healthy coping strategies, to develop a higher level of self-esteem/ confidence, developing peer relationships and to enable them to access additional supports to manage their poor mental health.

Ongoing communication was kept with relevant professionals and the family as a whole to better support YC3 – whilst understanding the full impact their caring role had on each area of their life. YC3's Mother also had regular involvement with the Adult's Support Groups, and this has encouraged her to be more independent in accessing her own support opportunities.

Since the referral was received, YC3 has received significant 1-1 support and additionally offered social opportunities through our ELM Music Therapy Group, S4+ group, LGBT+ groups and other Young Carer activities. They accessed the Young Carers Grant and other financial opportunities to allow them to have a life alongside caring which enabled them to purchase activities during lockdown such as Lego and fund trips to museums, parks, cities etc with their family.

They have also used their experience of being a Young Carer to support education staff to create an in-school Young Carers group; with the goal of raising awareness of Young Carers within their school. Due to the voice of YC3 in supporting others in the community, Grammar School now have a Young Carers group and have established a Young Carers lead.

At present, YC3 has one-to-one sessions with their allocated worker on a monthly basis due to the reduced impact of their caring responsibilities. Over the next couple of months, these sessions will focus on the transition from Children's services to Adult service's for both YC3 and the family as a whole.

Mother of YC3- *"When the idea of the adult support group first came up I wasn't sure how it would go, it started online and I found it nice to have people to talk to once a week and learned some new things from the guest speakers that came along.*

When it came to being in person, I was nervous but have found it is a great help to me. It gets me out of the house which makes a nice change for me, and I get to chat with other people in similar circumstance to me. It has really put my mind at ease being able to chat about the hard things in life and knowing I'm not alone. It's been a boost to my self-confidence on top of being a support".

YC3 - *"As a young carer who hasn't had support in the past, the services offered to me have been supportive both physically and mentally. It's been great having one on one support as well as the group sessions where I can meet others who are going through the similar things as I am. I find it to be a safe environment so I can express how I feel about what's going on at home and in other areas my life".*

Adult Carer Stories



Short Breaks – Parent Carer

I am a full-time Carer for my 10-year-old son. As a single mum all his caring falls to me alone as father was abusive. After police and court due to domestic violence, he has no access to my son without myself being present. My son is ASD, ADHD, Dyslexic and sensory processing so life is very challenging.

To have the opportunity to relax and not have to be cooking and cleaning and just enjoy family time was amazing. My boys and myself loved the swimming pool at hotel as swimming is now a stress with limited opportunities at home. I really did relax and enjoy being away from my house for a few days.

This trip would not have been possible without this funding. Thanks again for helping me find the energy again to continue caring role!

Short Breaks – Family Time

"I am caring for my son who has a disability with complex needs that causes him global development delays. My caring role is a 24 hour responsibility but despite those difficulties I and family are outgoing. A holiday to Arran helped us to release all the negative feelings that exacerbate us as a family on a daily basis.

ScotSpirit gave us very good memories and very positive experiences, it really promoted family bonding and it expanded my child's understanding of the world because that stepped him outside.

Having a family break experience to Arran was such a wonderful experience. I am taking this opportunity to thank you so much for helping myself as a Carer and my family to realise this dream holiday.

Overall our family break experience to Arran was very rich, my general wellbeing has improved. We have learned and explored a lot of new things, it has helped me to take more care of my health to be able to sustain my caring role. In the other hand it gave us the opportunity to explore all the island of Arran and its wildlife and all of the interesting places & coastline to visit. Many thanks for giving us help & the opportunity to experience the ScotSpirit Holiday.

The Next Chapter

Priorities for 2024/ 2025

- Delivery Year 2 of Action Plan
- Carers Leave Act April 2023 – Carers Scotland and Carer Positive Framework
- Commissioned Services Retenders – Collaborative Commissioning
- Refreshed and continued LOIP Project Charters

Add to the Story?

Any Questions, Ideas,
Opportunities??



The story continues...

Thank you for your time and input
today!

