



# East Lothian Carers Strategy Action Plan 2024-2025

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, and also the wider community.

<b>Outcome 1: Carers are identified and can access support</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Implement audit process for completed ACSP's including feedback mechanism for information on where Carers Outcomes cannot be met	6 monthly beginning March 2024	Carers Strategy Officer
Continue to use viewpoint to complete YCS and use it to generate reports on YC wellbeing and UNCRC Outcomes	Ongoing	Young Carers Service
Continue to make carers information more visible and easily accessible	Ongoing	Carers Strategy Officer, Corporate Communications Team
Continue to review and update ELC Young Carers Website to ensure it is visible and easily accessible to all	Ongoing	Young Carers Service
Develop a communications plan to publicise key messages	Annually	Carers strategy officer, Corporate Communications Team, CoEL communications and engagement co-ordinator
Work with our partners in primary care to encourage carer identification and increase signposting to sources of information and support	2024/25	ELHSCP
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	Pilot Post summer 2024	ELHSCP and CoEL
Work within communities to raise awareness of carers, referral pathways and their need for support	Ongoing	ELHSCP and partners

<b>Outcome 1: Carers are identified and can access support</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Work with our community partners to increase carer identification, including Day centres, sheltered housing, large employers and schools	Ongoing Focus for 2024 employers	ELHSCP and partner organisations
Our Young Carers service will develop their work in Associated Schools Groups and local C&YP services to identify Young Carers	Ongoing	East Lothian Councils Young Carers Service and Education
Work with childrens services to increase identification of Young and Parent Carers in the Childs Planning Process and the role of the named person in particular working closely with schools, health visitors etc	2024	ELHSCP and Children's services
Research models of implementation of Carer ID schemes, whether this should be done on local or national level	2024/25	ELHSCP and national organisations
Young Carers to decide if ID scheme is a priority now costs established	May 2024	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 on LGBT	ELHSCP and partner organisations

<b>Outcome 2: Carers are well informed and have access to tailored and age appropriate information and advice throughout their caring role</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
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. Focus on new contract for adult carer support from June 2025.	Sept 2024	ELHSCP Planning and performance and procurement team
Review these contracts to ensure delivery of quality services to carers	6 monthly contract monitoring	Carers Strategy Officer
Review numbers of Carers accessing advice and information services	Ongoing	Carers Strategy Officer

**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
Monitor numbers of ACSP's and YCS being completed	6 monthly audit process	Carers Strategy Officer
Look at ways to offer support for carers to manage stress and distress behaviours while supporting people at home	2025/26	ELHSCP, Learning and development planning, ELCHASE team
Continue to develop clear pathways for carers to access both direct support and help developing an Adult Carer Support Plan (ACSP) or Young Carers Statement (YCS)	Ongoing	Carers Strategy Officer, CoEL
Develop range and availability of materials available to Carers, CoEL to launch online peer support forum this year.	Ongoing	ELHSCP and partner organisations
Continue to provide advice, information and support to maximise incomes for carers (and the people they care for)	Ongoing	CoEL, Young Carers Service and ELC's Financial management service
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	2024'25	ELHSCP, SDS improvement plan
Ensure Young Carers needs are considered in SDS awards		ELHSCP SDS improvement plan
Consider options for ensuring smoother transitions between services for Young Carers becoming Young Adult Carers	2024/25	ELHSCP Young Carers Service, CoEL and ELHSCP Carer support
Consider options for increasing presence of Carers representatives and information at point of diagnosis for different conditions	2024/25	ELHSCP and partner organisations
Research how other Local Authorities are supporting Carers with end of life care planning, for the cared for person and for themselves	2024/25	ELHSCP and partners

<b>Outcome 3: Carers are supported to maintain their own physical, emotional and mental wellbeing</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Improved promotion of ACSP's and YCS's, promoting the Carers Right to these.	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, Young Carers Service
Audit of completed ACSP's	Nov 2024	Carers project
Complete assessment/mapping of local groups, peer/buddy support and activities to assess where there are gaps in terms of conditions/areas. Respond appropriately to address isolation amongst carers through more local groups, peer/buddy support and activities.	2024/25	ELHSCP and partner organisations
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 and ELC Childrens services
Continue to review East Lothian Rehabilitation Service's new direct referral pathway for Carers to access an Occupational Therapy assessment in their own home	Quarterly meetings and monthly update reports	Carers Strategy Officer
Liaise with local partners around what is offered to carers in terms of support around grief and loss		Carers of East Lothian
Monitor demand for CoEL counselling services	Contract monitoring 6 monthly	Carers Strategy Officer
Promote carers employability needs in appropriate groups and highlight within any new Local Employability Partnership structure.	2024/25	Carers Strategy Officer, Local Employability Partnership
Employability for Young Carers		
Review what training is available to HSCP managers to better support staff who juggle paid work and unpaid caring roles	2024/'25	ELHSCP, workforce development
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

<b>Outcome 3: Carers are supported to maintain their own physical, emotional and mental wellbeing</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Support Young Carers who could be eligible for Education Maintenance Allowance (EMA)	Ongoing	Young Carers Service and Education
Provide Young Carers with free Enjoy Leisure membership and active school activities	Ongoing	ELHSCP, Young Carers service and partner organisations
Young Carers are prioritised by local mental health support services	Ongoing	YCS, Education and Partner Organisations.
Continue to look for new and varied ways of supporting Carers wellbeing to enjoy time along, with friends or family	Ongoing	ELHSCP, Young Carers Service and CoEL

<b>Outcome 4: Breaks from caring are timely and regularly available</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Raise the profile of the importance of breaks from caring in supporting people to stay at home for longer	2024/25	ELHSCP, CoEL, Corporate Communications team
Review replacement care guidelines within social work to ensure these are applied consistently and develop use of eligibility criteria to promote equity of access to services.	2024/25	Carers Strategy Officer and adult wellbeing
Consider Young Carers needs in relation to replacement care and access to SDS options	2024/'25	ELHSCP SDS improvement group
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
Develop brokerage support around breaks from caring		Carers of East Lothian
Launch Respality offer to carers		Carers of East Lothian

<b>Outcome 4: Breaks from caring are timely and regularly available</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Increase access to personal budgets within the partnership to provide creative breaks from caring	6 monthly	Carers Strategy Officer
Pursue options to increase availability of bookable residential respite to give breaks to carers who need this level of support	Ongoing	ELHSCP
Commit to a firm plan regarding provision of flexible, high quality, planned respite for older people on a longer term basis	2025/26	ELHSCP, planning for older peoples project
Continue to support the development of 'Meeting Centres' in Musselburgh and throughout East Lothian to offer support to people with dementia and their carers	Ongoing	ELHSCP, DfEL and community groups
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
Develop a day service for older people in Musselburgh where there is an identified gap in provision	2024/'25	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
Report on services out with identified Carers budget that directly support Carers needs to better understand full picture in terms of provision to meet carers needs	2024'25	ELHSCP
Monitor numbers of Young Carers accessing breaks and continue to expand the range of opportunities available in response to Young Carers feedback.	2024/'25	Young Carers Service
Support young Carers to attend the Young Carers Festival	Annually	Young Carers service
Seek out new sources of Free Breaks from caring Opportunities for Young Carers	June 2024	Young Carers Service

<b>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</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
<b>What we will do for Adult Carers</b>		
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
Review numbers of carers accessing personal budgets to meet their personal outcomes	Ongoing	ELHSCP
Review application of eligibility criteria to carers needs with preventative support in mind	2024/25	ELHSCP and partners
Support carers in employment by increasing awareness of carer specific issues through the local employability network <ul style="list-style-type: none"> <li>o Access to advice and information</li> <li>o Promoting the achievement of Carer Positive Status across local employers</li> <li>o Promotion of flexible working policies that can support carers</li> </ul>	2022/23	ELHSCP and partners
Increase numbers of 'Carer positive' employers, encourage training opportunities for YC and sign up to the YC Covenant.	Ongoing	
Develop carer positive checklist for small/medium employers	2024/25	
<b>What we will do for Young Carers</b>		
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, Education and partners
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, Childrens services
Develop services to provide specific transitions support for older young carers as they enter adulthood and to achieve and sustain positive destinations outside of their caring role	2024/25	ELHSCP and partners, CoEL, Bridges



**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
Continue to deliver ‘think carer’ training sessions to staff and promote new NHS Education for Scotland Equal Partners in Care training modules	2024	ELHSCP Workforce development, CoEL
Encourage Education Staff to complete Education Scotland Young Carer Personal Development modules	Ongoing	Young Carers Service
Raising awareness with professionals so every interaction in an opportunity to treat carers as partners in care	Ongoing	ELHSCP 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
Identify key HSCP services and discuss appointment of Carer Champions, continue to encourage schools to identify Young Carer Champions	2024/25	ELHSCP, Young Carers Service, Education
Identify training available for carers on the conditions effecting the people they support and how to offer appropriate support and any other identified areas	2024/25	ELHSCP and partners
We will support carers to have a have a say in the development and delivery of services in East Lothian by: <ul style="list-style-type: none"> <li>○ Maintaining the standards for engagement set out in our Engagement policy</li> <li>○ Ensure that carers are both represented and supported to be involved in the HSCP strategic groups</li> <li>○ Engage with CoEL “Carers Voice” group on service planning and delivery:</li> <li>○ Increase avenues for Young carers feedback including the Young Carers Forum</li> </ul>	Ongoing	ELHSCP engagement officer  Carers strategy Officer  Carers Strategy Officer  Young Carers service
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

**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
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
Facilitate relationships between 3 <sup>rd</sup> sector organisations and carers	Ongoing	ELHSCP
Promote positive role of social work to promote understanding and engagement	2024/'25	ELHSCP
Work with Community Learning and Development team to highlight carers needs within the learning and development plan for 2025- 28	2024/'25	ELHSCP 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
Plan and support Carers Week 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"> <li>• Joining the dots between community services</li> <li>• facilitating the relationships between third sector organisations and carers</li> <li>• Working with community organisations to share information</li> </ul>	Ongoing	Community transformation agenda

<b>Outcome 7: Local communities are supported to be Carer friendly</b>		
<b>Action</b>	<b>When</b>	<b>Who/Co-ordinator</b>
Identify large local businesses to encourage to work towards Carer Positive status.	2023/24	Carers Strategy Officer
Discuss progressing East Lothian Councils Carer positive status from engaged to established, sign up to the Young Carers Covenant would support this.	2024/25	ELC
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

## Glossary of terms

<b>Abbreviation</b>	<b>Full text</b>
ACSP	Adult Carer Support Plan
C&YP	Children and Young People
CoEL	Carers of East Lothian
DfEL	Dementia Friendly East Lothian
ELC	East Lothian Council
ELCHASE	East Lothian Care Home Assessment and Support Team
ELHSCP	East Lothian Health and Social Care Partnership
EMA	Education maintenance allowance
ID	Identification
LGBT	Lesbian Gay Bisexual Transsexual
SDS	Self Directed Support
VCEL	Volunteer Centre East Lothian
YC	Young Carer
YCS	Young Carers Statement
UNCRC	United Nations Convention on the Rights of the Child