



States of  
Guernsey

# Carers Action Plan

Priorities to support the Bailiwick's  
Carers

30<sup>th</sup> April 2019

# The purpose of the Carers Action Plan

The Carers Action Plan aims to identify actions for change which can be delivered during this term of government to improve support for people who have a significant unpaid role caring for family members or friends.

This Plan is not only for government, but for all organisations in the Bailiwick of Guernsey who work with carers. It helps us to work together – as a Partnership of Purpose – towards our common aim: to support carers’ health and wellbeing and their participation across society.

The Carers Action Plan represents the first step in a journey of incremental change towards a Bailiwick that is more inclusive and supportive for people with caring responsibilities. There will be more work to be done, but this first step will be a vital opportunity to both make some immediate changes for the better and to help us to learn more about what the next steps should be.

The Carers Action Plan was initiated in response to the following resolution from the Supported Living and Ageing Well Strategy (Billet d’État III v.II of 2016) agreed by the States of Deliberation:

*“To direct the Policy and Resources Committee, in conjunction with the Committees for Health and Social Care and Employment and Social Security, and appropriate third sector organisations, to develop, as a matter of priority, a Carers Strategy and to report to the States with its recommendations no later than June 2018.”*

The Supported Living and Ageing Well Strategy has been prioritised by the States of Deliberation as part of the Policy & Resource Plan and both the Policy & Resources Committee and the Committee for Health & Social Care recognised the importance of work to support informal carers in their Committee Plans.

The Committee for Health & Social Care stated in its Partnership of Purpose document (Billet XXIV of 2017)<sup>1</sup>:

*“An ethos of “person-centred care, closer to home” is most likely to succeed if family carers are included, and their relationship with the person they care for and their role in care-giving is properly understood and respected, as part of the overall picture of care and support...”*

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<sup>1</sup> Paragraphs 4.18 to 4.19

*In particular, it is important to consider how carers can be properly supported: for example, by assessing their needs alongside the needs of the person they care for, and by providing timely access to appropriate respite care outside the home or within it. The Committee [for Health and Social Care] will work together with the Committee for Employment & Social Security and the Policy & Resources Committee, as well as the voluntary sector, to meet the needs of carers, as identified in the Supported Living and Ageing Well Strategy (SLAWS).*

*The Committee is of the view that caring for carers is closely tied up with the whole transformation of health and care. It will therefore develop an Action Plan for Carers setting out the level of support and services that carers should be entitled to receive and will report on the specific issues identified through SLAWS in its annual Policy & Resource Plan updates, which will also include an overall update on progress with this Transformation Programme. This approach will fulfil the States' resolution set out in SLAWS to develop a Carers' Strategy."*

This Carers Action Plan sets out how the States of Guernsey intends to deliver the resolution set out in the Supported Living and Ageing Well Strategy to develop a Carers' Strategy and sets out a number of Actions to be delivered by the States of Guernsey and third sector partners to improve the services and support that will be available to support carers in the Bailiwick of Guernsey.

## Summary of Actions

### The States of Guernsey will:-

- 1) Trial an approach to give carers who care for 35 hours a week or more an opportunity to undertake an assessment of their own needs for services and support through being offered a Carer's Assessment. The assessment will identify the carer's needs for support and services and will be undertaken by a trained professional and may lead to adjustments to the support plan for the person being supported to take the carer's needs into account or signposting or referral to other services or support for the carer. HSC staff will prioritise those carers who are caring most intensively and have the greatest need for services and support.<sup>2</sup>
- 2) Invest in respite services for carers of adults by, in the short term: (i) HSC will, going forward, seek to commission at least one dedicated respite bed for residential and nursing care from a dual registered care home and have reinstated the respite coordinator role in community services to assist carers in being able to pre-book respite care in advance; (ii) invest in "respite at home" services in the community in order to increase the flexibility and capacity of respite options that can be provided in the home, and (iii) address immediate service gaps in respite in Children's Services by providing additional respite service cover during school holidays and supporting the successful Family Placement Service.
- 3) Make a commitment to include carers in the development and review of care plans and discharge plans for the individual(s) that they are caring for, and in particular, at key transition points such as prior to discharge from services, or at the transition from children's to adult services (with the consent of the person being cared for.)
- 4) Introduce a right to request flexible working which would help carers to balance their caring responsibilities with work responsibilities and keep under review opportunities to reduce the paperwork burden for those caring for someone in receipt of benefits.
- 5) In October 2018 the States of Deliberation agreed that Carer's Allowance could be claimed alongside Sickness Benefit and some other benefits. The Committee *for* Employment & Social Security will work on implementing this change.
- 6) The Committee *for* Education, Sport & Culture will engage the Youth Commission to work with local schools to increase identification of young carers and work with identified young carers to signpost them to 1 to 1 and group support services.

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<sup>2</sup> Note: the Carer's Assessment trial will initially apply to carers of service users of Adult Community Services, Adult Disability Services and Older Adult Mental Health services but does not extend to Mental Health Services or Children's Services at this stage. This may be reviewed in the future.

The States of Guernsey also welcomes the work being undertaken by third sector organisations who are committed to supporting carers.

### **Carers Guernsey**

A new charity has recently been established - Carers Guernsey - that offers support and representation for all carers across the Bailiwick of Guernsey. Carers Guernsey has a mission to make life better for carers by providing emotional and practical support; giving carers a voice in matters that affect them; providing a central service for information and advice; and helping to identify and develop services for carers. Carers Guernsey has a key role to play in delivering some of the actions in the Carers Action Plan.

### **Carers Guernsey will:-**

- 1) Provide emotional and practical support to carers through one to one support and facilitating peer support. This outreach support commenced in 2018.
- 2) Act as a first point of contact for carers to provide carers with access to the information that they need when they need it. Where appropriate Carers Guernsey will signpost and connect carers to other services or support.
- 3) Provide a voice for carers, ensuring that their views are heard by campaigning, advocacy and representation of carers' needs and rights in service provision and in the development of policy and legislation that affects carers.
- 4) Raise awareness of what it is like to be a carer so that their role is respected and valued and carers feel supported in their community.

### **The Role of other Charitable Organisations**

There will also be an important role for other charitable organisations who provide services or support to carers in the Bailiwick of Guernsey. There are some very good examples of charitable organisations that provide existing support services to carers such as the Guernsey Alzheimer's Association, the Parent Carer Council, and Carers Coming Together.

Other charitable organisations also provide information and training that is relevant to carers caring for someone with a particular condition. For example, Dementia Friendly Guernsey offers free dementia awareness sessions that would be relevant for a carer who is looking after someone with dementia.

St John's Commercial Services is planning to reintroduce some of the skills based training that it used to offer to carers on a rolling programme. This may include, for example, training on manual handling and lifting, first aid, falls prevention, dementia awareness and safeguarding among other topics. The Guernsey Alzheimer's Association are expanding their sitting service. Wigwam have hired an outreach worker to work with carers.

Health Connections have developed an online directory which provides information about a wide range of organisations; support groups, community groups, local services, events and activities in the Bailiwick that aim to improve health and wellbeing.<sup>3</sup> Health Connections network of 'community connectors' will signpost carers to this support. Health Connections are developing their Voluntary Car Service to provide a 'directory to doorstep' service and also have plans to develop a Time Banking programme in which volunteers can bank credits and share / donate credits to carers who need additional support.

### **Partnership Working**

By working together in partnership to support carers the States of Guernsey and the third sector can provide more integrated services and support for carers than either sector could achieve working in isolation. This Action Plan sets out actions for the States of Guernsey to deliver and for third sector partners to deliver in order to improve the overall package of services and support that will be available to carers in the Bailiwick of Guernsey. The States of Guernsey has worked closely in partnership with the third sector in developing this Action Plan and are grateful for the support and input that we have received from our third sector partners in developing this plan.

Going forward, the States of Guernsey and third sector partners will continue to work closely together in a co-ordinated way on the delivery of the Action Plan in order to ensure that the services and support provided to carers are integrated, person-centred and provide greater focus on prevention, support and care in the community as set out in the Committee *for* Health & Social Care's Partnership of Purpose policy letter.

## Who are Carers?

All of us need some support from our family and friends sometimes: when we were children, when we get ill, or when we have a challenging day and need some emotional support. This is our normal day to day.

Many of us will also, at some point in our lives, have times where we, or a family member or friend, needs care or support on a more intense and ongoing basis due to reasons that could include; for example, disability, old age, long-term illness, challenges to mental wellbeing, or addiction. As family members or friends we might make meals for someone; help with shopping, cleaning or laundry; help someone get up in the morning or go to the toilet. We might keep an eye on someone who is confused or at risk; or encourage someone to do things for themselves. We might be there to listen.

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<sup>3</sup> Health Connection's online directory is available at: <https://healthconnections.gg/directory/Directory> • [Health Connections Guernsey](#)

We call people who support family members or friends with additional needs on an ongoing and unpaid basis 'informal carers' or just 'carers'. It is estimated that between 2,000 and 4,000 individuals provide this type of unpaid care and support to friends or family members in the Bailiwick of Guernsey.

For some people their caring role can have an impact on their own wellbeing if they give up parts of their social life, reduce their hours at work and have less income or are worried and unsure where to turn for advice or help for the person they support or themselves. It is important that carers who are supporting others are supported themselves.

## Why is supporting Carers important?

Most of us undertake a caring role at some point in our lives. It can be a surprise when we find ourselves in that situation and realise that we are unsupported. It is important, if we are to make Guernsey a great place to live and a happy and healthy place, as set out in the Policy & Resource Plan *Future Guernsey* that we support carers. From the perspective of government finance and strategy there are also a number of key arguments for the importance of support for carers:

- Carers who are not adequately supported can risk damaging their own health and mental wellbeing through caring intensively, this can have a long term impact on their health care needs and ability to work. In some cases this could lead to the carer developing care needs themselves.
- Carer breakdown (where a carer cannot continue due to stress or other detrimental effects on their wellbeing) can lead to early admission to expensive or intensive forms of care for those who are being supported.
- Caring can significantly impact career and financial prospects through a need to reduce hours, refuse promotions or give up work entirely. Caring can also impact a person's pension savings and their ability to return to work after a career break if a caring role ends.
- Caring can lead to a person becoming socially isolated and excluded if they are not able to find replacement care to support the person they care for so that they can have some time-off and maintain their social connections. This can be detrimental in all kinds of ways, including for the person's mental wellbeing.
- In the Supported Living and Ageing Well Strategy an estimate was undertaken of the replacement cost of informal care on the island if the government had to provide the number of hours support currently provided by informal carers via paid care services. This was estimated at £29m, but may be higher.

In addition to these points, however, in today's context support for carers is particularly important. More people are living for longer with more complex conditions. We also will have a higher proportion of our population who will be older in future, and older people are more likely to need care and support. Through the Partnership of Purpose and the Supported Living and Ageing Well strategies, we are hoping to improve access to care services in the community, with more people supported in their own homes. This suggests that there may be more people who will want support from family members in their home environments in future.

## Scope of the Action Plan

This Action Plan is intended to cover the support and services that will be available for carers in the Bailiwick of Guernsey, including both Guernsey and Alderney. Carers in Alderney will have similar needs for support and inclusion to carers in Guernsey. Whilst most of the actions in this plan will cover both islands, some actions will not cover Alderney due to the division of responsibilities and different service structure in Alderney.

The new charity Carers Guernsey consider their remit to include Alderney. The Public Health team undertaking the Joint Strategic Needs Assessment for older people recently held a prioritisation day in Alderney to identify the priorities for service development to meet the needs of those age over 50 in Alderney.

## Strategic Outcomes

This Action Plan is part of wider long-term work being undertaken across the States of Guernsey to deliver the Supported Living and Ageing Well Strategy, Disability and Inclusion Strategy and the Partnership of Purpose which seeks to promote a sustainable model for user-centred care, delivered in the community, through effective co-working between private, public and third sector organisations.

The primary strategic outcomes for the Carers Action Plan are firstly to ensure that carers reach their health and wellbeing potential, and to improve opportunities for carers to participate across society. In order to support carers' wellbeing, support should be delivered in a person-centred, joined up way; we should ensure fair access to care and a universal offering, so carers know what to expect from services and can access the services that they need, and carers should have dignity, peace of mind and safety when using services. In order to support carers to participate across society, we should challenge instances of disadvantage facing carers and ensure carers are informed and included in decision making.

To see how these strategic outcomes are linked to the Partnership of Purpose, Supported Living and Ageing Well Strategy and Disability and Inclusion Strategy see the 'Monitoring progress' section at the end of this document.

### **The Joint Strategic Needs Assessment for Older People**

The findings from the research associated with developing this plan have also fed into the development of the Joint Strategic Needs Assessment for Older People which has been undertaken by Public Health to identify strategic priorities for Older People in the Bailiwick of Guernsey going forward. A key priority identified by the Joint Strategic Needs Assessment for both Guernsey and Alderney is the importance of having high quality home care available. This is highly relevant for carers who are providing unpaid care to someone in their own home.

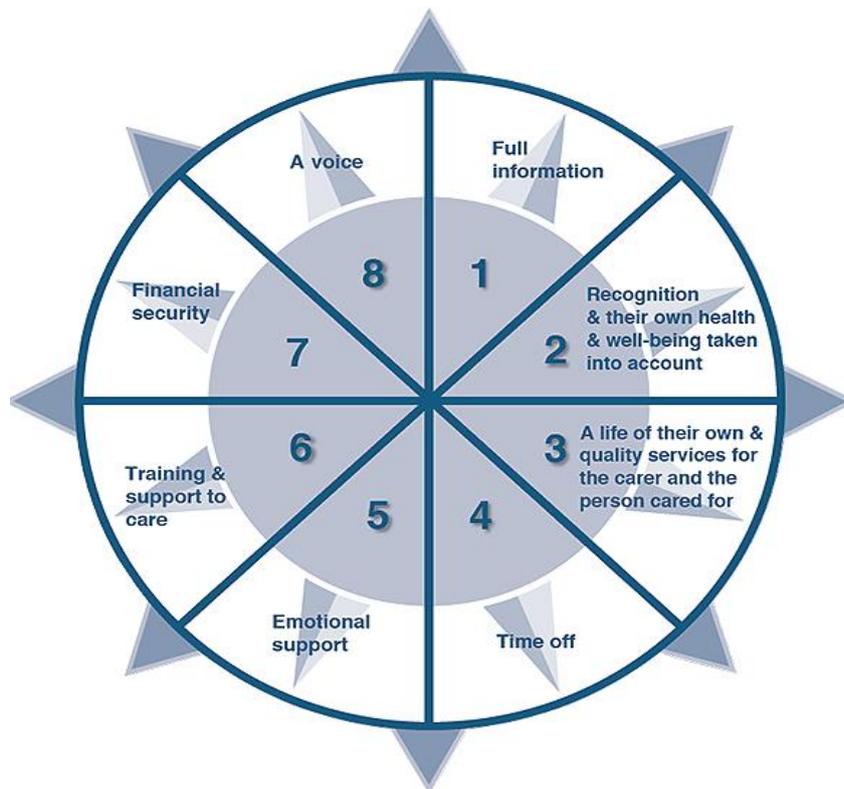
Information on the health and wellbeing of individuals giving and receiving care collected through the wellbeing survey conducted every five years by Public Health will be key information in enabling progress against the strategic outcomes of this Action Plan to be measured.

## The structure of the Action Plan

The Carers Action Plan is based around the eight areas of the Carer's Compass which was developed by the King's Fund as a framework for identifying carer needs. The Carers Compass names eight key outcomes that carers have identified as being important to them. Action will be taken in each area to improve support for carers, although some areas have been identified by carers as a higher priority than others, and there is no particular significance to the ordering of the sections.

The eight sections of the compass are aimed at our strategic outcomes. Several areas of the compass are aimed at supporting carers to reach their health and wellbeing potential, these include: recognition and their own health & well-being taken into account, high quality services, emotional support, and training and support to care. Other areas of the compass are primarily aimed to support carers to participate across society. These include: full information, financial security and a voice. 'Time-off' is key to both carers' wellbeing and their ability to participate across society.

## The Carer's Compass



*King's Fund, 1998*

Two additional sections have been added meaning that the Plan has ten areas of action:

- **Support for Young Carers** – recognising the needs of under 18s who take on caring responsibilities.
- **Additional points for action** – capturing points of concern that have been raised which do not fit within the eight areas of the compass.

## How the Action Plan was developed

The priorities in this Action Plan are based upon feedback we have received from carers in Guernsey and Alderney through discussion groups and events and a survey for carers. Over 100 people participated in the discussion groups and events and a survey was issued in 2018 to seek carers' views on the issues and challenges that carers face and to gain carers' input into the priorities for the Action Plan. The survey was completed by almost 300 informal carers across the Bailiwick of Guernsey. A document which provides a Summary of Carers Views received during the consultation is available here <https://gov.gg/carersactionplan>.

The key priorities for action identified by the carers who responded to the survey were as follows:-

1. **High quality health and social care services:** good communication, joined up working, availability of services, planning for the future, out of hours support, continuity of staff and the ability to develop a relationship with staff members were all desired.
2. **Information and advice:** more than half (56%) of respondents<sup>4</sup> indicated that they did not know where to go for information and advice about support for carers at present. A proactive approach to giving information was desired as well as a clear point of contact who carers could go to for advice.
3. **Financial support and work arrangements:** 56% of respondents under the age of 54 disagreed or strongly disagreed that they had the financial support they needed to continue supporting their friend/family member, with some in the 55-64 age group indicating that they had retired early to care. Good access to formal care services, flexible working and personal budgets were suggested as ways to increase the compatibility of work and care.
4. **Time-off/respice:** The majority of respondents felt that they did not have enough time off (55%), did not have a choice about when they could have time off (50%) and did not have good information about short-break services (59%). There was a wide range of reasons for not accessing time-off and why different carers had difficulty accessing time-off, including (but by no means limited to) lack of availability and lack of suitability of the options that were available, including an inability to pre-book respice care in advance.

Staff have worked collaboratively across government, with the third and private sector and with representatives of carers to identify the needs for further services or support identified by carers and to develop actions which will begin to make a difference to the support provided to carers in the Bailiwick of Guernsey. The next section of the Action Plan sets out the issues identified by carers, summarises what work has already been done and sets out the key actions for the States of Guernsey and third sector partners to take forward. The eight sections are set out in the order identified in the Carer's Compass framework developed by the King's Fund, with two additional sections: Section 9 on Young Carers and Section 10 on Additional Points.

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<sup>4</sup> The percentage figures for respondents relate to the total number of respondents answering the relevant question and not to the total survey respondents. The percentage figures disregard respondents who selected 'not applicable'. For further details see the Summary of Carers Views at <https://gov.gg/carersactionplan>. Please note this survey was undertaken for the purposes of consultation and is not a fully representative sample.

# 1: Full information

## What Carers have told us is needed

Lack of information about what it means to be a carer, about what support and services are available and about the needs of the person being supported have been highlighted as current issues for some carers. From 138 responses in the survey more than half of respondents (56%) said that they did not know where to go for information and advice about support for carers.

Carers want good information to be proactively given to them at the point of diagnosis of the cared-for person and at key transition points. They want information in multiple formats (leaflets, online, by phone, in person). They want transparency around services, what they do and how decisions about eligibility and allocation are made. They want a first port of call or single point of contact for advice. They want advice out of office hours.

## What has already been done

The States of Guernsey has developed a website with information about services for carers and disabled people called [SIGNPOST.GG](https://www.signpost.gg). The States will continue to maintain and develop this website.

A new, independent charity has also recently been established to support carers called Carers Guernsey. Carers Guernsey aims to provide a first point of contact for carers in order to provide carers with access to the information that they need when they need it. Where appropriate Carers Guernsey will signpost and connect carers to other services or support and will also provide emotional and practical support to carers.

Health Connections (previously Health Information Guernsey) provide information on the range of health and wellbeing services available on the island, including through an online directory.<sup>5</sup> Health Connections are developing a network of 'Health Connectors' who provide one to one support, coaching and advocacy and 'Community Connectors' who will be trained to signpost people to the information and support that matters to them. They will also be seeking to develop 'Talking Cafes' where people can come to discuss their (or those they care for) health and wellbeing needs with a Health Connector or have a simple signposting conversation with a Community Connector who will signpost to support available on their online directory of community support and activities.

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<sup>5</sup> Health Connection's online directory is available at the following link:  
<https://healthconnections.gg/directory/Directory> • [Health Connections Guernsey](https://www.healthconnections.gg)

One of the best sources of information for carers is other carers. There are a number of existing peer support groups available for carers living in Guernsey (for example, those run by the Guernsey Alzheimer’s Association, Carers Coming Together and Wigwam). The plan references peer support in the ‘Emotional Support’ in section 5 of the Plan.

### Key actions:

[SIGNPOST.GG](http://SIGNPOST.GG) was developed by the States of Guernsey with the intention of bringing together key information for carers and disabled people in one place:

No.	Action	Desired outcomes	Lead	Delivery date
1.1	States of Guernsey to continue to maintain and develop <a href="http://signpost.gg">signpost.gg</a>	Carers report they are able to access relevant information and advice when they need it.	Committee <i>for</i> Employment & Social Security (ESS)	ongoing

The third sector will also be taking action to improve information provision: Carers Guernsey will raise awareness around the issues that carers face, provide information and advice to carers and signpost and refer carers to services and support relevant to their needs.

No.	Action	Desired outcomes	Lead	Delivery date
1.2	Carers Guernsey to provide a <u>first point of contact</u> for carers to access information and support at the time that they need it.	Carers report they are able to access relevant information and advice when they need it.	Carers Guernsey	End of 2019 and ongoing thereafter
1.3	Carers Guernsey to <u>provide access to information</u> for carers on the services and support available to carers in a range of formats and through various means of distribution.		Carers Guernsey lead, with support from others	End of 2019

No.	Action	Desired outcomes	Lead	Delivery date
1.4	Carers Guernsey to <u>signpost and refer</u> carers to other forms of services or support, sector, where appropriate.	Carers to be directed to appropriate forms of service and support, when they need it.	Carers Guernsey	End of 2019 and ongoing

### For the future

Ongoing work will be needed to make sure that carers get the right information at the right time and are signposted and referred to appropriate sources of support.

## 2: Recognition and their own health and wellbeing taken into account

### What Carers have told us is needed

Many carers felt that they were not currently asked about how they were or what they needed, their role was assumed. Carers expressed a desire to be asked about how they were, and to have a named contact with whom they could develop a relationship and get to know within services. In the survey conducted in 2018 only 8% of carers reported having received a formal carer's assessment.

### What has already been done

A key challenge is that many carers do not recognise or identify themselves as being a carer. They identify as being a spouse, a friend or a neighbour and are not necessarily aware that there are services and support available to support them in their caring role. In other comparable jurisdictions, such as in England and Scotland, carers have a legal right to receive a carer's assessment. A carer's assessment is usually undertaken by a trained professional and would include advice being given to a carer on carer wellbeing and entitlements to respite services, signposting to peer support services, advice on financial and benefit issues and any other areas that are deemed relevant to that particular carer's circumstances. In the UK carer's assessments can be conducted online or face-to-face, or through a combination of the two approaches.

Carer's assessments can be used to recognise and take into account carers' needs alongside the needs of the person that they support. In the Bailiwick at present some service areas do offer carer's assessments, however this is not universally offered across all service areas and take-up is relatively low.

Carers Guernsey are also providing a one-to-one outreach service to help carers to access help, make changes where needed and to find out what works for them and the person they care for. They are using a tool called Outcomes Star that looks at outcomes for the carer in seven areas of their lives: health, their caring role, managing at home, time for themselves, how they feel, work and finances. This can be used with any carer, irrespective of the intensity of their caring role. The Outcomes Star is not an intervention, action or strategy for change in itself, but helps to understand the outcome desired by carers and the effectiveness of any work being undertaken in achieving the desired outcomes. Wigwam also occasionally use this tool to monitor the effectiveness of their outreach interventions.

### Key actions:

A central recommendation of the Action Plan is that the Committee *for* Health & Social Care will trial an approach to give carers who care for 35 hours a week or more an opportunity to undertake an assessment of their own needs for services and support – a Carer’s Assessment which would be undertaken by a health or social care professional.

Carer’s Assessments play a key role in recognising carers’ needs and goals; and in finding ways to support carers to meet those goals. A more consistent use of Carer’s Assessments at critical points could facilitate carers receiving the information, recognition and support that they need. This will require additional investment of staff time. Carer’s Assessments are already conducted by health and social care staff in some service areas. The intention is to bring greater consistency and to ensure that carers who care for 35 hours a week or more are given the opportunity to undertake a Carer’s Assessment by one of the health and social care services that they come into contact with. The Carer’s Assessment trial will initially apply to carers of service users of Adult Community Services, Adult Disability Services and Older Adult Mental Health Services, but does not extend to Mental Health Services or Children’s Services at this stage. This may be reviewed in the future.

There are at least 400 informal, unpaid carers in the Bailiwick of Guernsey who care for 35 hours a week or more and who are in receipt of Carer’s Allowance. It will take some time for these carers to be offered the opportunity to undertake a Carer’s Assessment and staff will prioritise those carers who are caring most intensively and who have the greatest need to access services and support. An additional social worker will need to be recruited to undertake some of the additional Carer’s Assessments and will sit within the Adult Community Services team. It is envisaged that, once recruited, the social worker would commence offering Carer’s Assessments during 2019 with an aim to have offered carers caring for 35 hours a week or more an initial assessment by the end of 2020.

No.	Action	Desired outcome	Lead	Delivery date
2.1	The Committee <i>for</i> Health & Social Care to trial an approach where carers who care for 35 hours a week or more are given an opportunity to undertake a Carer’s Assessment.	Carers who are caring intensively have their individual needs and goals in life recognised and ways to support the carer to satisfy these goals and needs are identified.	HSC, Adult Community Services with other Service Areas	Trial will commence during 2019. Aim is to offer an assessment to carers caring for 35 hours per week or more by end of 2020

Carers Guernsey and Wigwam have committed to use an ‘outcome star’ tool to identify the needs of carers who come into contact with their services. Carers Guernsey intend to have an “open door” approach whereby any carer who contacts their service may be able to access the tool, irrespective of the numbers of hours a week that the carer is providing support. As a result the support to carers provided by Carers Guernsey and Wigwam will complement the formal Carer’s Assessments that will be offered by HSC professionals to carers who are caring for 35 hours a week or more. This approach is in line with HSC’s care and support framework.

No.	Action	Desired outcome	Lead	Delivery date
2.2	Carers Guernsey to use the ‘Carers Outcome Star’ to identify carers needs and progress	Carers have their individual needs and goals in life recognised and ways to support the carer to satisfy these goals and needs are identified.	Carers Guernsey	ongoing

### For the future

Carer’s Assessments should help to provide a basis for better understanding carer’s needs. This knowledge can then be used to work with others to find ways of meeting needs. It is also important to ensure that services are equipped to provide support when a carer becomes temporarily unwell; particularly for children with disabilities where needs cannot necessarily be met by the Rapid Response Team or Adult Community Services.

## 3: High quality services

### What Carers have told us is needed

Carers told us that a need for high quality health and social care services was one of their key priorities. Positive feedback was received on some of the daycare services currently provided at the Willows and Guernsey Voluntary Service daycare centres. A number of service gaps were also identified. Continuity of services and the desire for integrated services was emphasised, ensuring that all services supporting an individual communicated appropriately with each other to deliver person-centred support.

A key issue here is ensuring that carers are involved in the development and review of care plans and at key transition points such as prior to discharge from services or at the transition from children's to adult services. This is particularly important because the carer may need to provide additional support upon the individual's discharge from or transition to a new set of services.

### What has already been done

Disability Services have recruited someone to assist them with improving the transition process from Children's to Adults Services and work is underway on this area. Some work is already underway to examine existing service gaps, for example the need for meaningful activity for adults with Learning Disabilities who fall between the day centre and employment support services. The transformation of Health and Social Care services which is underway focuses on ensuring that services are more joined-up and connected and that they provide effective, person-centred support.

Regulation of care services is important to carers to ensure that they can rely on both public and private care services meeting a minimum standard of care and safety. The States of Deliberation approved the Committee for Health & Social Care's proposals for health and care regulation in February 2019. The regulations would apply both to care homes providing care and to the care that is provided in an individual's own home when the care is provided by a professional paid carer. However the regulatory proposals would not apply to unpaid informal carers. The introduction of care regulation will provide carers with reassurance that the quality of the services being provided to the person being cared-for should meet certain minimum standards.

## Key actions:

Whilst carers are sometimes included when preparing care plans for people, it is important to ensure that this is consistent and carers are given an opportunity to be consulted, where appropriate, in the development or review of care plans; especially where a person is being discharged from a service or transitioning to a different kind of service, for example if the person being cared for is transitioning from children's to adults services. This will require the appropriate consent to be given from the cared-for person.

The Committee *for* Health & Social Care is planning to develop a new reablement service during 2019. Reablement services provide personal care, help with daily living activities and other practical tasks, usually for up to six weeks in the service user's home, to encourage service users to develop the confidence and skills to carry out these activities themselves and continue to live independently at home. It tends to be provided to people who have just been discharged from hospital or who are otherwise at risk of entering the care system following a crisis. This development will be relevant for carers who are caring for someone who may benefit from reablement after a hospital admission, or due to a deterioration in their condition.

No.	Action	Desired outcome	Lead	Delivery date
3.1	The Committee <i>for</i> Health & Social Care to make a commitment to give carers the opportunity to be involved in decisions which are likely to impact the quantity or type of care that will be provided to the cared-for person, for example, in the development or review of care plans, prior to discharge from services or prior to the transition from children's to adult services.	Carers are given an opportunity to be consulted in the development and any reviews of a care plan or discharge plan and agree to the responsibilities they take on.  (subject to the appropriate consent being given from the cared-for person)	Committee <i>for</i> Health & Social Care (HSC)	End of 2019

No.	Action	Desired outcome	Lead	Delivery date
3.2	The Committee <i>for</i> Health & Social Care to progress existing work to develop health and care regulation in the Bailiwick.	Carers feel confident that any care service provided on the island meets basic standards.	HSC	During 2019 and 2020
3.3	The Committee <i>for</i> Health & Social Care to progress the development of a reablement service.	To provide reablement support to people with care needs to enable them to live independently in their own homes.	HSC	2019

### For the future

Further thought should be given as to whether people caring for multiple people with different needs (e.g. caring for an older person with dementia and a younger person with a learning disability) experience co-ordinated support as a family to ensure the carer's needs are met.

## 4: Time off

Well-designed respite/short-break provision can allow both the carer and the supported person some freedom to participate in society and have a life of their own independently of each other in ways that most of us take for granted.

### What Carers have told us is needed

Carers have described a range of issues that they have experienced when trying to access respite services, including services not being available, not being able to pre-book respite in advance, or the service not being appropriate to the person that they support (particularly for younger physically disabled adults and adults with mental health conditions and dementia). Of the 125 responses in the survey on respite more than half of respondents felt that they did not have enough time off (55%), did not have choice about when they could have time off (50%) and did not have good information about short-break services (59%).

A range of different types of respite services are needed which are reliable, high quality, easy to access and book, affordable, and available when needed. Allocation and eligibility processes should be transparent.

### What has already been done

The respite care a person can access depends on their age and their needs. At present it is possible for people with physical disabilities and older adults who hold a residential or nursing respite certificate to receive Long-term Care Benefit to access a stay in a private residential or nursing care home. However, care homes cannot always predict whether they will have a bed available in advance – as this depends on demand from permanent residents. This means that pre-booking respite care ahead of time is difficult. There are also concerns about the suitability of some of this provision for younger disabled adults.

There are two extra-care flats that can be used for respite (for people with an appropriate level of need) in Rosaire and La Nouvelle Maritaine. There is also a complex needs bed in the Brehon ward that can be used for respite. There is a short breaks service offered by Community Services which can provide short breaks of up to 4 hours per week to people living in the community if the person being cared for meets a number of criteria, including having been assessed as being in need of care which could be provided in a private residential or nursing home.<sup>6</sup>

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<sup>6</sup> See information on eligibility for the short breaks service at <https://www.gov.gg/communityservices>

For people with dementia there are currently two beds at the Duchess of Kent and one bed which is commissioned for respite (by HSC) in Green Acres care home.

The Learning Disability Service have two flats at La Grand Courtil (one of which is funded by MENCAP) which are staffed to run a respite service for adults with Learning Disabilities. There is also a short-break service providing breaks for adults with learning disabilities in the community which can include overnight stays in the individuals own home, or support workers accompanying a person on holiday or to community events.

For children and young people with moderate/complex learning disabilities or complex physical disabilities, the Croft provides both bed based overnight breaks and shorter evening and daytime breaks for children and young people with disabilities. During the school holidays a play scheme and activity scheme is provided – though currently during school holidays capacity to offer routine overnight and daytime breaks is reduced. Provision at The Croft is reviewed on a regular basis. The Committee *for* Health & Social Care are in discussions in relation to the redevelopment of the Croft facility. In addition the Child Development Service and Family Placement Service provide assessed support through the short break carers scheme for children with additional needs. Short break carers are paid a nominal allowance.

Mental health services do sometimes make provision for respite or use accommodation facilities such as the extra-care flats to provide respite for their service users, but have no mental-health specific provision at present. Some thought is being given as to whether a respite bed could be incorporated into wider developments around the mental health accommodation service.

Private care agencies can provide respite services by providing support for people in their own homes, however there is no funding available to support people to access these, nor regulation of the sector at present, although the Committee *for* Health & Social Care are working on Care Regulation.

There are a number of day centres available which are valued by carers. There is some significant third sector provision including a bed at Les Bourgs Hospice, Jumbulance holidays and a sitting service provided by the Guernsey Alzheimer's Association.

### What will happen next

Carers should have access to a range of respite options that are allocated according to need. These should include both bed-based and community “respite at home” options. Respite services should be pre-bookable in advance to enable carers to plan breaks ahead of time.

No.	Action	Desired outcome	Lead	Delivery date
4.1	Community Services has re-introduced a respite coordinator who will help carers to navigate the care home sector and help them to pre-book their respite care	Improve carers' access to respite and care and better pre-booking of respite care	Committee <i>for</i> Health & Social Care, (HSC) Community Services	The respite co-ordinator role was re-instated in 2018.
4.2	HSC will, going forward, seek to commission at least one dedicated respite bed in a dual registered nursing/residential home	Improve carers' ability to book respite in advance	HSC, Community Services	End of 2019
4.3	HSC to expand the existing short breaks service to improve access to 'at home' respite for adults	Improve access to carers having a few hours off during the week.	HSC	End of 2019
4.4	HSC to address service gaps in the provision of respite to carers of children including overnight and after school short breaks, especially during the school holidays	Ensure that the level of respite provision is sustained throughout the year for families with children with additional needs	HSC	End of 2019
4.5	HSC to increase funding available to the Family Placement service for the respite provision that they provide carers of children with disabilities	Ensure that the successful Family Placement scheme continues, with some room for growth	HSC	End of 2019

There is also welcome work underway to develop respite services within the third sector.

No.	Action	Desired outcome	Lead	Delivery date
4.6	The Guernsey Alzheimer’s sitting service, which is a service offering a few hours respite a week to carers of people with dementia, will gradually increase its capacity by recruitment of additional staff and a service manager	To support more carers to have time off	Guernsey Alzheimer’s Association	End of 2019

### For the future

Alongside identified issues with booking ahead, there is currently disparity in the types and quantity of respite or short break services an individual may be able to access depending on their needs. Significant consideration should be given as to how to move towards developing a ‘universal offer’ to meet carer’s respite needs – which offers an adequate and comparable standard (based on assessed needs) of access to respite provision across all adult community service groups (including mental health services) and services for children with disabilities. Priority should be given to addressing gaps in existing service provision. In particular:

- developing appropriate respite services for younger adults with physical disabilities and mental health conditions (where care home based provision may not be appropriate)
- at-home respite options for people with dementia and others who may be confused or whose conditions may be adversely affected by bed-based respite provision
- overnight respite support for children during school holidays (which is currently reduced whilst Play Scheme is in operation)

In the medium to long-term a public sector or commissioned respite facility for adults might be an option worth exploring to meet the needs of a wide range of people, including younger adults as identified above.

Community-based respite services could usefully be explored to expand the range of services available in parallel to formal services – this could build on the successful scheme run by the Family Placement Service and draw on initiatives that have worked in the UK such as [Shared Lives](#).

# 5: Emotional Support

## What Carers have told us is needed

Carers emphasised the need to be able to talk to someone who understands the issues that they are facing. Carers outlined that they could experience loneliness, guilt, bereavement and could be in denial about their situation. Some carers felt anxious about the future and were unclear what was going to happen if they became unable to care or if the condition of the person they supported deteriorated.

## What has already been done

There are some existing carers support groups already being run by charities and these were highlighted as being useful sources of emotional support for some. Positive comments were received about existing peer support groups for carers run by charities such as the Guernsey Alzheimer's Association, Carers Coming Together, Wigwam and the Parent Carer Council.

Carers Guernsey has employed a dedicated Outreach Coordinator and is piloting a 1:1 outreach service to provide emotional and practical support for carers. For example, the outreach co-ordinator might accompany carers to meetings and appointments; assist with completing application forms; or introduce carers to support groups or services that could improve their quality of life. Wigwam has also recruited an outreach worker.

## Key actions:

The States of Guernsey recognise that the third sector has an important role in providing emotional and peer support for carers and that this can play an important role in supporting carers' emotional wellbeing.

No.	Action	Desired outcome	Lead	Delivery date
5.1	HSC to ensure effective signposting of carers to relevant support groups as part of the Carer's Assessment	Increased carer emotional well-being and awareness that carers do not have to care alone	Committee <i>for</i> Health & Social Care (HSC)	End of 2019

In addition to the existing peer support groups run by charities, Carers Guernsey intend to play a key role in providing outreach and emotional support to carers and in facilitating the development of peer support groups for carers.

Carers Guernsey and Wigwam are developing outreach services. Carers Guernsey are looking to develop a ‘ring round’ service to keep in regular contact with carers and provide a listening ear over the telephone. The charity will also facilitate peer support groups where clients feel there are gaps in current provision and wish to have help in setting something up.

No.	Action	Desired outcome	Lead	Delivery date
5.2	Carers Guernsey to ensure carers have access to emotional support, through connecting them to existing support networks, providing emotional support directly, and facilitating opportunities for access to peer support.	Increased carer emotional well-being and awareness that carers do not have to care alone	Carers Guernsey	From 2018 and ongoing
5.3	Wigwam, through their outreach worker, to ensure carers of children and young people have access to emotional support by providing emotional support directly and facilitating access to peer support.		Wigwam	From 2018 and ongoing

### For the future

Development of emotional support and peer support will need to be developed and informed by carer feedback about what services are effective and meet their needs. The development of access to positive experiences for carers, along the lines of the Scottish [‘respatiality’](#) model might be explored.

# 6: Training and support to care

## What Carers have told us is needed

Carers were supportive of the idea of training and in person courses on-island seemed to be preferred. There were 138 responses to the survey on training and more than half of carers who responded to this question (56%) wanted further training relevant to their caring role. The highest demand was from people who support someone with a mental health condition, where 71% of respondents said that they would like to be offered further training.

As well as a desire for training on the specific condition of the person cared for, more generic topics were also desired including: supporting the person you care for to be independent; carers rights and entitlements, guides to services and benefits; end of life care; coping mechanisms, managing relationships, stress and anger management; making yourself safe (where appropriate); mental and emotional wellbeing skills; financial advice and legal advice (especially regarding guardianship); first aid and manual handling.

Carers may need to be able to find replacement care to attend such courses, times of day also need to be varied to suit different groups of carers availability (some cannot do daytime, some can only do daytime).

## What has already been done

The Guernsey Alzheimer's Association Carers Group; Carers in Mind (run by Guernsey Mind) and other third sector groups have run training sessions aimed at carers which some carers have found helpful and accessible. In the past the St John's Commercial Services ran intensive training courses for carers which covered a range of modules, including stress management, dementia awareness, first aid, falls prevention and lifting and handling but these courses ceased in 2013.

Other charitable organisations also provide information and training that is relevant to carers caring for someone with a particular condition. For example, Dementia Friendly Guernsey offers free dementia awareness sessions that would be relevant for a carer who is looking after someone with dementia.

## Key actions:

Re-launching an in-person training course via a co-ordinating partner organisation seems to be the most effective first step to providing training for carers. The courses should be organised in such a way that they are accessible to carers. For example, for courses aimed at carers of elderly people the day centres that can provide day care are typically open from 10am to 4pm and it may be worth considering holding course within those times.

A rolling programme of training offered in modules is likely to be easier for carers to attend than intensive courses. For example, St John Commercial Services is considering reintroducing some of the skills-based training that it offered to carers in the past. This may include training on: manual handling and lifting, first aid, falls prevention, dementia awareness and safeguarding among other topics and would be offered on a rolling programme.

No.	Action	Desired outcome	Lead	Delivery date
6.1	<p>Provision of training to support carers: courses should be organised to optimise carer's ability to attend and should cover topics that carers have identified as priorities.</p> <p>For example, St John Commercial Services is considering reintroducing some of the skills-based training that it offered to carers in the past. This may include modules on: manual handling and lifting, first aid, falls prevention, dementia awareness and safeguarding.</p>	<p>Carers report increased skills and confidence in providing care and are better able to protect their own welfare (for example, safe manual handling or better understanding of dementia.)</p>	<p>Third sector partners to deliver training for carers.</p>	<p>End of 2020</p>

## For the future

Training and support needs should be reviewed regularly in consultation with carers to ensure that what is offered meets carers' needs and retains relevance.

# 7: Financial support

## What Carers have told us is needed

Whilst Carers did feel the existing Carer's Allowance was important, there could be financial challenges for carers who gave up work to care. There was concern about the level of Carer's Allowance and the limits on who was eligible for it. There were also a range of other financial issues including the costs of travelling to the UK to support people attending hospital appointments, funding for equipment, the need for daytime meaningful activity for disabled working age adults and concerns about the costs of healthcare, housing and transport. There was also concern about the frequency of and length of benefit claim assessments and reassessments, particularly for parents of children with long-term or degenerative conditions.

## What has already been done

Carer's allowance is a weekly benefit that is paid to carers who care for at least 35 hours per week and care for someone who receives Severe Disability Benefit. Carers who are eligible to receive carer's allowance currently receive £86.08 per week (in 2019). Social Security staff have reviewed the frequency of benefits reassessments for Severe Disability Benefit. Existing policy does allow for longer review periods to be agreed where there is confidence that a person will continue to meet criteria. Staff have been made aware of the concerns raised in the carers survey and are committed to ensuring that the frequency is appropriate to individual circumstances. Continued thought needs to be given to ensuring that the paperwork burden on carers is kept as low as possible, whilst meeting statutory requirements in administering benefits.

In October 2018 the States of Deliberation agreed that Carer's Allowance could be claimed alongside Sickness Benefit and some other benefits. The Committee *for* Employment & Social Security will work on implementing this change.

The States of Deliberation agreed as part of the Longer Working Lives project to develop legislation to give all employees the right to request flexible working, which would mean that an employer would need to consider all requests and give a reasoned response why it was not possible to accommodate a request if they refused. Although it is intended that this right to request flexible working would be universal, carers are likely to have a strong case for flexible working. Discrimination legislation is being produced which will cover discrimination against carers. Capacity legislation is being developed which will improve guardianship arrangement options for people supporting someone to manage their finances.

As part of the Disability and Inclusion Strategy an audit of States of Guernsey services was undertaken by the Business Disability Forum. One of the recommendations from this report was for Health & Social Care and Employment & Social Security to “explore ways of enabling greater access for disabled customers via advocacy.” The Committees have agreed to look into the options around commissioning an advocacy service that will help support people to access services and benefits (whether through accompanying a person to a meeting, filling in forms with them or helping them to understand complex information).

## Key actions

Many carers have to juggle their caring responsibilities with work responsibilities. Having a right to request flexible working would benefit many working carers, and in principle, carers are likely to be able to make a strong case for flexible working to their employer. The Committee *for* Employment & Social Security should identify carers as a high priority group to be able to access flexible working patterns as this legislation is drafted.

No.	Action	Desired outcome	Lead	Delivery date
7.1	As set out in “Longer Working Lives strategy” <sup>7</sup> , develop a right to request flexible working so that employers must justify decisions to refuse staff flexible working arrangements.	Improve availability of flexible working arrangements for carers, where reasonable.	Committee <i>for</i> Employment & Social Security (ESS)	Consider for prioritisation in next term of government (if not before).
7.2	Committee <i>for</i> Employment & Social Security, where developing processes and systems, to be mindful of the need to reduce the paperwork burden on individuals with caring responsibilities.	Carers to be less burdened with the administration of benefit claims.	ESS	End of 2019
7.3	HSC and third sector partners to provide more effective signposting to relevant benefits, including Carer’s Allowance	Increased benefit uptake amongst those eligible	HSC	End of 2019

<sup>7</sup> Billet d’État V of 2018

No.	Action	Desired outcome	Lead	Delivery date
7.4	The Committee <i>for</i> Employment & Social Security will implement adjustments to Carer's Allowance to allow this to be claimed simultaneously to Sickness Benefit and other benefits <sup>8</sup> .	Enable working carers to continue to claim Carers Allowance if off work due to sickness.	ESS	According to legislative prioritisation

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<sup>8</sup> As agreed by the States, see Billet d'État XXIII of 2018 and accompanying resolutions.

## 8: A voice

### What Carers have told us is needed

Carers have told us that they don't feel like they have a voice at the moment. Awareness of carers' needs is low and people may not identify as carers early in the caring journey – making them less likely to become aware of the support available.

### What has already been done

Disability Services meet regularly with the Parent Carer Council to discuss the concerns of carers with regards to the provision of services for Adults with Learning Disabilities.

### Key actions

CareWatch is an independent panel made of individuals and organisations representing a cross-section of the community. The panel acts as an independent voice on behalf of users of health and social care services across the Bailiwick of Guernsey. CareWatch plays a vital role, consulting and advising as HSC develops the future of health and care services in the Bailiwick, sharing user experiences and feedback. To date there has been no one on the panel explicitly linked to carers or service users family members. HSC will seek to recruit a carer's representative.

No.	Action	Desired outcome	Lead	Delivery date
8.1	HSC will seek to recruit a member to the CareWatch panel who can represent carers interests.	Carers needs are better represented in policy and service development.	HSC	From 2019

Carers Guernsey will also be developing its provision of campaigning, advocacy and representation of carers' needs and rights in service provision and in the development of policy and legislation that affects carers. In addition, the charity will be working to raise awareness in the community of what it is like to be a carer to encourage those supporting a loved one with additional needs to identify themselves as a carer, to feel confident in speaking up about the issues they face and to seek and accept support in their caring role.

No.	Action	Desired outcome	Lead	Delivery date
8.2	Carers Guernsey to act as a voice for carers on matters of policy or legislation which affect carers.	Carers needs are better represented in policy and service development.	Carers Guernsey	From 2019 and ongoing thereafter
8.3	Carers Guernsey to identify carers and develop ways to reach them to provide support, information and signposting where needed – particularly hard to reach groups who may not identify themselves as carers.	Improved identification of carers and more effective communications with them	Carers Guernsey	From 2019 and ongoing thereafter
8.4	Carers Guernsey to raise awareness of the issues and challenges posed by having caring responsibilities through the media and providing information to carers and to the public.	Better understanding of carers' needs in the community leading to increased appreciation and recognition of carers.	Carers Guernsey	From 2019 and ongoing thereafter

## For the future

There will be an ongoing need for consultation with carers and raising awareness of carers needs, so that they are considered during decision making across the private, public and third sectors. A routine survey or consultation to highlight the changing needs of carers might contribute to the community's understanding of carers' needs.

# 9: Support for Young Carers

## Who are Young Carers?

The UK Children and Families Act, 2014 defines a young carer as “a person under 18 who provides or intends to provide care for another person”. According to the NHS “you’re a young carer if you’re under 18 and help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem.”<sup>9</sup>

## What is needed

We know that there have been attempts to engage with Young Carers in the Bailiwick in the past and that young carer specific support services have been offered by the HUB, but that referral into services has been low. There is no systematic way of identifying young carers at present. Young carers may not recognise that they are young carers or may not actively identify themselves. This can lead to hidden and unaddressed needs which can impact educational and health outcomes both immediately and later in life.<sup>10</sup>

A focus group with a small number of Young Carers was undertaken as part of this work. Young Carers emphasised the importance of having someone that they could talk to confidentially in schools, and better understanding from teachers. They wanted opportunities to study degree-level qualifications on island, or support to travel more frequently if studying off island. When entering work they desired a better understanding in workplaces around the issues young carers could face. Respite and opportunities to socialise were important, as well as time management around homework. Ways to reduce workload, like food deliveries would be valuable. Access to care technology and learning technology might also help.

## What has already been done

The Youth Commission can provide one-to-one support to Young Carers, and could run group events if there were sufficient numbers to sustain a group. The Youth Commission link up with the Multi-Agency Support Hub (MASH) and can provide advocacy for Young Carers if needed. One-to-one support can include mentoring and positive activities as well as emotional support, as appropriate to individuals. There is a group for siblings of children with disabilities. There has been some awareness raising in schools.

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<sup>9</sup> <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/being-a-young-carer-your-rights/>

<sup>10</sup> Scottish government (2017) Young carers: Review of research and data, available at: <https://www.gov.scot/Publications/2017/03/2478/downloads>

## Key actions

Better awareness and identification of Young Carers will be key to meeting current needs and developing appropriate ways to meet needs in future. Working with the Committee *for* Education Sport & Culture, the Youth Commission can provide PSHE lessons which incorporate the use of an identification and assessment tool developed as part of the UK Carers Trust and Children’s Society “Young Carers in School Award”<sup>11</sup>. This leaves open the possibility of schools drawing on other materials from the Award in future. Ideally identification should be sustained over several years (subject to reviews), in order to appropriately raise awareness, gather data and offer support to young people.

No.	Action	Desired outcome	Lead	Delivery date
9.1	Increase the identification of Young Carers in schools and assess need by using a threshold assessment tool in PSHE lessons with years 5 and 7; consequently increase referral into Youth Commission services.	Young carers are identified, are offered supported, awareness is raised in schools and our understanding of young carers in the community improves.	Committee <i>for</i> Education Sport & Culture (ESC) and the Youth Commission	From 2019 onwards
9.2	Work with Young Carers who are identified to signpost to existing 1 to 1 and group support options and gain understanding of whether service developments are required to meet emerging needs.	Improve access to existing services and relevance of services offered	Youth Commission (with support from ESC, HSC)	From 2019 onwards

## For the future

There will be an ongoing need to develop effective ways to identify Young Carers across health and education services and the community. There is a need to develop effective ways to meet the needs of Young Carers (in consultation with them). Supporting Young Adults (Age 18-25) with caring responsibilities should also be considered to ensure that they have access to entry-level career opportunities and higher education.

<sup>11</sup> <https://www.childrensociety.org.uk/youngcarer/schools/award>

# 10: Additional points

## What Carers have told us is needed

Transport was an issue which was raised frequently. There were concerns about on-island transport including carers needing to take time out of work to give people lifts to appointments or events. The high cost of taxis often had a significant impact on the practicality of somebody attending a day centre or getting to appointments without a carer giving them a lift – and the problem could be increased where carers themselves did not drive.

Off-island transport was also a concern. There were concerns about the cost of accompanying a person to a medical appointment in the UK (or from Alderney to Guernsey) and the limited support available for this. We also know that some people's carer responsibilities cross jurisdictions (e.g. people who are caring for an older parent in the UK).

## What has already been done

The Travelling Allowance Grant can help with travel costs for off-island treatment. For people under 18 attending appointments off-island the Grant can be used to pay for one accompanying adult, for appointments for those under the age of 6, two accompanying adults can be funded. The Travelling Expenses Assistance Scheme is a means tested benefit that can be used to assist with travel expenses of a non-medical escort when authorized by a doctor of specialist and for necessary accommodation costs that cannot be covered by other means. [Health Connections](#) provide information and advice for people who need to plan to go off-island for medical reasons.

Health Connections also provide a voluntary car service which can assist people to gain access to transport to medical appointments within the Bailiwick. Health Connections are planning to broaden the focus of the voluntary car service so that the care service can also be used to attend social appointments that support individual's health and wellbeing.

Health Connections are also looking to develop a time banking scheme. Under such a scheme volunteers would be able to earn community credits for volunteering their time, and would be able to exchange these credits for other services or support. So for example, volunteers who volunteer their time as drivers for the voluntary car service would be able to bank those hours and exchange them for other services or support in the community.

As has been highlighted throughout the Action Plan, delivering a co-ordinated, person-centred and integrated approach to providing services and support for carers will require action from both the States of Guernsey and from third sector partners. The States of Guernsey and third sector partners will need to work closely together to co-ordinate services and support in order to reduce the duplication of effort and to provide a more co-ordinated and integrated approach to providing support for carers in the future.

## Key actions

No.	Action	Desired outcome	Lead	Delivery date
10.1	Develop the existing voluntary car service to support people (including those with family on island) who struggle with transport to attend social and community events as well as medical appointments.	Improve available support for people to get to and from community events as well as medical appointments	Health Connections	2019
10.2	Develop a timebanking service, in order that volunteers can earn community credits for volunteering their time.	To incentivise, recognise and reward volunteering through a system of community credits.	Health Connections	2020
10.3	States of Guernsey and third sector organisations to work together, in partnership, to implement a co-ordinated approach to delivering services and support for carers as set out in this Action Plan.	Reduced duplication of effort and more co-ordinated, person-centred approach to providing services and support for carers.	States of Guernsey	2019

## For the future

The States of Guernsey may wish to review access to Travel Grants to ensure that they meet carers' needs sufficiently. This will be particularly significant for Alderney carers who may have to travel more frequently to Guernsey as well as the UK to accompany people for appointments. Further thought could be given to the impact of policies on cross-jurisdiction carers.

# Monitoring progress against this Plan

## Strategic outcomes

The Supported Living and Ageing Well Strategy (Billet III v.II of 2016) made a strategic commitment that the States of Guernsey “will recognize the value of informal carers and seek to ensure that they are supported.” The Action Plan seeks to further the following, previously identified strategic outcomes:

Primary Outcome	Source
We should all “improve opportunities for disabled people and carers to <b>participate</b> across society”	Disability and Inclusion Strategy (Billet XXIII of 2013) & Supported Living and Ageing Well Strategy (Billet III v.II of 2016)
Secondary outcomes under this:	
We should all “ <b>Challenge instances of disadvantage</b> facing disabled Islanders and/or carers”	Disability and Inclusion Strategy (Billet XXIII of 2013)
Carers and the people they support should be <b>informed and included in decision making</b>	Supported Living and Ageing Well Strategy (Billet III v.II of 2016)
Primary outcome	
Carers and the people they support should reach their <b>health and wellbeing potential</b> and avoidable deterioration in their health and wellbeing should <b>be prevented</b>	Supported Living and Ageing Well Strategy (Billet III v.II of 2016) & Partnership of Purpose (Billet XXIV of 2017)
Secondary outcomes under this:	
Carers and the people they support should have <b>person-centered care</b> - coordinated and joined up service provision that takes carers needs into account and is easy to navigate	Supported Living and Ageing Well Strategy (Billet III v.II of 2016) & Partnership of Purpose (Billet XXIV of 2017)
Carers and the people they support should have <b>dignity, peace of mind and safety</b> – high quality, safe services and ways to raise concerns	Supported Living and Ageing Well Strategy (Billet III v.II of 2016)
The States of Guernsey should ensure <b>fair access to care</b> and a <b>universal offering</b> so carers know what services to expect and the criteria for accessing them.	Partnership of Purpose (Billet XXIV of 2017)

## Reporting on actions

This Carers Action Plan is part of the programme of work to implement the Supported Living and Ageing Well Strategy. A summary of progress will be included in the Policy & Resources Committee’s Policy & Resource Plan update on SLAWs, which is published annually to provide an update to the States and the general public. The following indicators would be monitored, with baseline figures being collated as soon as possible.

## Performance indicators

The long-term core indicators are linked to the primary outcomes. The carers’ survey undertaken during 2018 will be able to serve as a baseline for future comparison. Measures collected in the Wellbeing Survey are collected every five years (formerly known as the Health Lifestyle Survey.) The most recent survey was conducted in 2018.

<b>Carers and the people they support should reach their health and wellbeing potential and avoidable deterioration in their health and wellbeing should be prevented</b>			
<i>Measure A1:</i>	Response to question ‘How is your health in general?’ – comparison of carers against general population	<i>Aim – to see an improvement in carers’ overall health and mental wellbeing</i>	<i>Source: Public Health: Wellbeing Survey, every 5 years</i>
<i>Measure A2:</i>	Carers mental wellbeing (SWEMWBS) compared to the general population’s mental wellbeing		
<b>Improve opportunities for carers to participate across society</b>			
<i>Measure B1:</i>	Rate of carer participation in social or community activities vs general population	<i>Aim – to see an increase in the rate of participation of carers in social/ community activities</i>	<i>Source: Public Health: Wellbeing Survey, every 5 years</i>
<i>Measure B2:</i>	Increase in rate of working age carer participation in employment vs general population.		