

How we will do this	What will we do?	Responsibilities and timescales	How we will measure how well we are doing	National Health and Wellbeing Outcomes delivered
<p>1. Review hospital discharge planning in relation to involving carers and raise awareness across professionals and carers to increase early identification and involvement of carers in discharge planning, as appropriate.</p>	<p>Work with HIS (Healthcare Improvement Scotland) to improve the discharge planning process, ensuring that carers are listened to and involved in the discharge planning process of those who are cared-for, as appropriate.</p>	<p><b>Lead Professional:</b> <b>Interim Service Manager MFE</b></p> <p><b>Target Date:</b> October 2023 and quarterly review</p>	<ul style="list-style-type: none"> <li>• Percentage of carers involved in discharge planning.</li> <li>• Number of carers referred through hospital discharge.</li> </ul>	<p>People who use Health and Social Care services have positive experiences of those services, and have their dignity respected.</p> <p>People, including those with disabilities or long-term conditions, or who are frail, can live, as far as reasonably practicable independently and at home or in a homely setting in their community.</p>
<p>2. Work with Health, Social Work and Education professionals to ensure the involvement of carers in decisions about the support of the cared-for person, including (but not limited to) carers for Mental Health and Substance Use and neurological conditions such as Autism, Learning Disability and Dementia.</p>	<p>We will ensure that carers views are considered when planning the care of the people they care for, as far as we are able, with ongoing training.</p>	<p><b>Lead Professional:</b> <b>Strategic Lead Carers</b></p> <p><b>Target Date:</b> March 2024 with quarterly review</p>	<ul style="list-style-type: none"> <li>• Percentage of carers who feel that local services are well co-ordinated for them and the person they look after.</li> <li>• Percentage of carers who feel they have a say in services provided for the cared-for person.</li> </ul>	<p>People who work in Health and Social Care services feel engaged with the work they do and are supported to continuously improve the information, support, care, and treatment they provide.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including reduce any negative impact of their caring role on their own health and wellbeing.</p>

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<p>3. Use carer feedback obtained from carer consultations, meetings, surveys, improving our consultation and engagement approaches to inclusion of wider communities of carers.</p>	<p>We have established a process to ensure the ongoing collection of the views of carers both for the experience survey and from April 2023 we will be taking views and responding to the views of carers about Services for Carers through Care Opinion.</p>	<p><b>Lead Professional: Service Manager Strategic Lead Carers</b></p> <p><b>Target Date:</b> April 2024 with 6-month updates</p>	<ul style="list-style-type: none"> <li>• Percentage of carers who feel that local services are well co-ordinated for them and the person they look after.</li> <li>• Percentage of carers who have a positive experience of services designed to support them.</li> <li>• Number of carers using Care Opinion to feedback on Carers Services.</li> </ul>	
<p>4. Review how to better support carers who are bereaved or where the cared-for person enters permanent residential care.</p>	<p>Provide a structured, immediate bereavement support service for carers and explore the potential for the development of a support service for those whose family members have been admitted for permanent care.</p>	<p><b>Lead Professional: Team Leader Older Adult/Learning Disability Services</b></p> <p><b>Target Date:</b> July 2024</p>	<ul style="list-style-type: none"> <li>• Number of bereaved carers supported.</li> <li>• Percentage of carers who have a positive experience of services designed to support them.</li> </ul>	

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5. Ensure that there is a smooth transition of support for young adult carers.	We will work with PKAVS to ensure that young carers are fully supported as they leave school.	<b>Lead Professional:</b> <b>Service Manager Children Young People and Families</b>  <b>Target Date:</b> January 2025 and 6-monthly review	<ul style="list-style-type: none"> <li>Percentage of carers who have a positive experience of services designed to support them.</li> <li>Percentage of carers who are satisfied with transition support.</li> </ul>	
6. Work with partners and carers to improve carers experience of systems and processes including initial access and ongoing support.	We will review our processes to ensure that a streamlined process is in place to support carers.	<b>Lead Professional:</b> <b>Policy Officer</b>  <b>Target Date:</b> December 2024 and annual review	<ul style="list-style-type: none"> <li>Percentage of carers who have a positive experience of services designed to support them.</li> </ul>	
7. Ensure that carers looking after someone with a terminal illness receive support in accordance with the timescales of the Terminal Illness Regulations.	Working with our partners we will ensure the early identification of carers looking after someone with a terminal illness to listen to the carer and provide early support and to meet their outcomes.	<b>Lead Professional:</b> <b>Team Leader Older Adult/Learning Disability Services</b>  <b>Target Date:</b> Currently implemented subject to review from December 2023 and 6-month review.	<ul style="list-style-type: none"> <li>Percentage of carers looking after someone with a terminal illness who are offered and are provided with an Adult Carer Support Plan in accordance with the Terminal Illness Regulations.</li> </ul>	

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			<ul style="list-style-type: none"><li>Percentage of Adult Carers Support plan outcomes met.</li></ul>	