

Supporting Unpaid Carers

The Essential Guide to
Unpaid Carers Support
Services in Perth and
Kinross



Perth and Kinross
Health and Social
Care Partnership

Supporting
healthy and
independent
lives

**National Legislation - The Carers (Scotland) Act 2016
ensures that unpaid carers have a right to access a
range of supports.**



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Am I an “Unpaid Carer”?

Do you look after someone who is a member of your family, relative or friend who needs support because they have a disability, an illness or because they are elderly?

An illness could be a physical, a mental health or a substance use issue. You might help the person you look after in a variety of ways including shopping, collecting prescriptions or other medical supplies, cooking, cleaning, providing personal care, emotional support or helping them to get out and about.

Do you look after this person without being paid to do so?

This means you are not carrying out caring duties through employment or voluntary work. It doesn't matter whether you are receiving a benefit such as Carer's Allowance or a Pension.

If you answered yes to both these questions, then you are an “Unpaid Carer”!

Many supports may be open to you, both financial and therapeutic. You can use the various supports available to help you in your caring role.

This is a great way to look after your own health and wellbeing which can be very important. After all, if you



become ill, this will not only have an impact on you and your wellbeing, but also the person you care for.

What support is available for unpaid carers?

If you are an adult carer, you have a right to an Adult Carer Support Plan to help you to continue caring. You can request a Support Plan from PKAVS or Perth and Kinross Health and Social Care Partnership who can then help to put your support in place.

An assessing worker will discuss what could help you in your caring role and what support would be appropriate for you. This could range from:

- support for your own health problems
- a listening ear
- being put in touch with other carers or support groups
- organising a break from caring
- complementary therapies
- a chance to talk through the options available for supporting you in your caring role
- support to get back into work
- access to welfare benefits
- planning for the future

If you are a young carer, you have a right to a Young Carers Statement. This can be requested from PKAVS.



What do I do next?

If you would like more information about what support is available to you as an unpaid carer you can contact PKAVS by telephone on **01738 567076**, email carershubadmin@pkavs.org.uk or visit their Carers Centre website at www.pkavs.org.uk/carers

Alternatively, you can contact the Access Team at Perth and Kinross Council on **0345 30 111 20** or email AccessTeam@pkc.gov.uk

Your rights if you are looking after someone

The Carers (Scotland) Act 2016 gave unpaid carers certain rights which are:

- a right for information and advice about the support that is available for carers including:
 - information about their rights under the Carers Charter (set out here)
 - advocacy
 - health and wellbeing for carers
 - income maximisation/Welfare Rights
 - education and training for carers
 - emergency and future planning



- information about Adult Carer Support Plans and Young Carers Statements (we provide this through our arrangements with PKAVS Carers Centre)
- a right to request or be offered an Adult Carers Support Plan or Young Carers Statement
- a right to support to meet any carers' 'eligible needs'
- a right to involve carers in planning the services for the person they care for and a right to be involved in planning carers services (including services for the people they care for)
- a right to be involved in the discharge planning for the person they care for (if they will require social care support on discharge)

Charges will be waived for all types of services or support if that service or support is to meet your needs or personal outcomes as set out in your Adult Carer Support Plan. Services and support set out in the plan for the person you care for are subject to the Council's charging policy.

Generally, services like information and advice or support from Third Sector organisations or community-based services which are widely available to everyone are not chargeable.



Where support or services relate to care provided at home, a judgement will be made about whether support or services are needed to support you or the person you look after. Support or services you need to look after the person you care for will normally be included in your adult carer support plan rather than the plan for the person you care for. Where such support and services are included in your plan, these will not be charged for. Some of the factors which will be considered in deciding whether to include services or support in your plan will be:

- support or services are primarily to allow you to have a break from caring (eg not when you are prevented from caring such as an admission to hospital)
- you are able and willing to return to caring
- the support or services replace the care you normally provide (replacement care)

For more information

Carers often find that they can cope better with the support of their local Carers Organisation.

In Perth and Kinross, PKAVS Carers Centre provides information, advice and support services for people who are looking after someone else, and they will be able to provide support and assistance to help you.



PKAVS contact details are:

Tel 01738 567076

Email Carershubadmin@pkavs.org.uk

www.pkavs.org.uk/carers



Adult Carer Support Plan

What is an Adult Carer Support Plan?

An Adult Carer Support Plan starts with a conversation with an assessing worker where you discuss your caring role and what is important to you in your life. It helps plan what could support you to work towards your goals.

Why is an Adult Carer Support Plan important?

An Adult Carer Support Plan helps you to think about what support you might need if you wish to continue caring and what would enable you to have a life alongside caring. The Plan sets out any outcomes you have and how they will be met.

A Support Plan can give you access to a wider range of services and support which is based on your individual



circumstances and outcomes. As a minimum, every carer can access information and support from PKAVS, Perth and Kinross Health and Social Care Partnership or other community organisations.

Some examples of support for carers are:

- information and advice
- Welfare Rights and advocacy
- carer cafés and support groups
- counselling or one-to-one support
- short breaks or respite
- relaxation therapies
- carer learning opportunities
- leisure activities like walking groups, swimming, singing or art

How do you make an Adult Carer Support Plan?

Before you have a conversation with your worker, it can help to think of a typical day helping the person you care for and make a note of your needs and concerns. If the caring situation changes a lot over time, think about what a good and bad day looks like. Also think about the things that could help support you to continue with your caring role.

Your assessing worker will talk to you about outcomes. Outcomes are a way of describing what is important



to you and an opportunity to discuss what your aims and hopes are.

Some examples of outcomes are:

- being as well as you can be
- feeling valued
- feeling informed
- being listened to
- having a life alongside caring

The key points of the conversation are written down and actions agreed, and this becomes the Adult Carer Support Plan. You will sign your Plan and be given a copy to keep. If you wish, a copy can also be given to any other person you choose. If you would like more information about Adult Carer Support Plans, you can contact PKAVS by telephone on **01738 567076** or visit their Carers Centre website at www.pkavs.org.uk/carers

Emergency Plans

What is an Emergency Plan?

An Emergency Plan is a written document which lets people know what needs to be done to support the person you care for if you are unable to carry out your caring role at short notice – for example if you are

being admitted to hospital or you have a personal incident or accident. An Emergency Plan is sometimes also called a Future Plan.

Why is an Emergency Plan important?

Having an Emergency Plan can help to prevent an emergency becoming a crisis. An Emergency Plan makes sure that all the information and knowledge you carry in your head about the person you care for is written down. This can be shared in an emergency, in order to help support that person. Completing an Emergency Plan can give you peace of mind and help you feel reassured about what would happen in the event of an emergency.

Who should I involve in the Emergency Plan?

Completing an Emergency Plan can help you to have conversations with your friends and family members about your caring role and provide the opportunity to check if and how they can help in an emergency. Where possible, it is important to discuss the Emergency Plan with the person you care for to find out their preferences and wishes.

What can I include in an Emergency Plan?

Think about all the care and support that you provide – it can help to think about a typical day. If your caring role changes a lot over time, think about what a

good day and a bad day looks like. Emergency plans need to include details about the care and support you provide to the person as well as emergency contacts, health needs and preferred routines. It's also important to think about who needs to have a copy of the plan. You may also want to consider whether having a Power of Attorney in place would help you manage your caring role. You may be able to get Legal Aid to cover the cost of this

How do I find out more about making an Emergency Plan?

If you would like more information about making an Emergency Plan, please contact PKAVS by calling **01738 567076** or visit the Carers Centre website at www.pkavs.org.uk/carers

Hospital to Home for Carers When the person you care for is leaving hospital

Why is it important to be involved in discharge planning?

Being involved means you can get information about when and how the discharge from hospital will happen. This lets you prepare and helps ensure the person you care for has support to help them at home

following discharge. It also means you can inform staff about how things are at home and gives you the chance to ask any questions, eg about medication or plans for follow-up appointments.

When should I be involved?

As early as possible. When the person you care for is admitted to hospital, speak to staff on the ward and make them aware you are the carer. Tell them how they can contact you, this is especially important if you are not the next of kin. Hospital staff may not realise that you are the carer, so it can really help them to include you if you let them know.

What can I do?

You need to talk to the person you care for and check they are happy for you to discuss their care and discharge planning with hospital staff. This is important because staff must respect individual confidentiality and cannot discuss their patient with you if they don't have permission.

Without permission, it can still be helpful to speak with hospital staff about the general condition of the person you care for and share with them any information you feel is important. If there are significant changes for the person you care for, they may need additional support to manage at home when they leave hospital. You need to think about how this will impact on you as a carer.

Who will be involved in hospital discharge?

The hospital has a duty to involve you in the planning of the discharge of the person you care for. If their needs have changed, there will be a conversation with you, in person or over the telephone, about what help and support the individual you care for needs to help them live safely and to get your views about the discharge. Let hospital staff know what you are able and willing to do.

Occasionally a discharge planning meeting may be arranged. This is also known as a multidisciplinary meeting. A variety of staff involved with the person you care for may attend the meeting. As the person's carer, you may be invited to attend this meeting.

Even if an individual's care needs have not changed, as their carer, you should still be involved. This may be a discussion in person or over the telephone to arrange the details of when and how the discharge will take place.

Where can I find out more?

You can ask ward staff about local arrangements for hospital discharge. If the person you care for has a social worker, you can discuss hospital discharge with them.

If you are not in touch with services, you can contact PKAVS by calling **01738 567076** or visit the Carers Centre website at www.pkavs.org.uk/carers

You can also learn more by watching the video available at <https://biteable.com/watch/hospital-to-home-for-carers-2723073>

Further information on Short Breaks for Carers can be found on the Perth and Kinross Council website at www.pkc.gov.uk/article/14241/Short-breaks-for-carers

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

BSL users can contact us via Contact Scotland BSL, the online British Sign Language video relay interpreting service. Find out more on the Contact Scotland BSL website <https://contactscotland-bsl.org>