

DRAFT Dumfries & Galloway Carers Local Eligibility Framework 2017

1. What are eligibility criteria?

Eligibility means meeting the stated requirements.

There are three aspects to eligibility:

1. The criteria that determines it
2. The thresholds that must be passed to trigger it
3. The services that follow it.

This will be the eligibility framework for Carers in Dumfries and Galloway from 1st April 2018 to 31st March 2021.

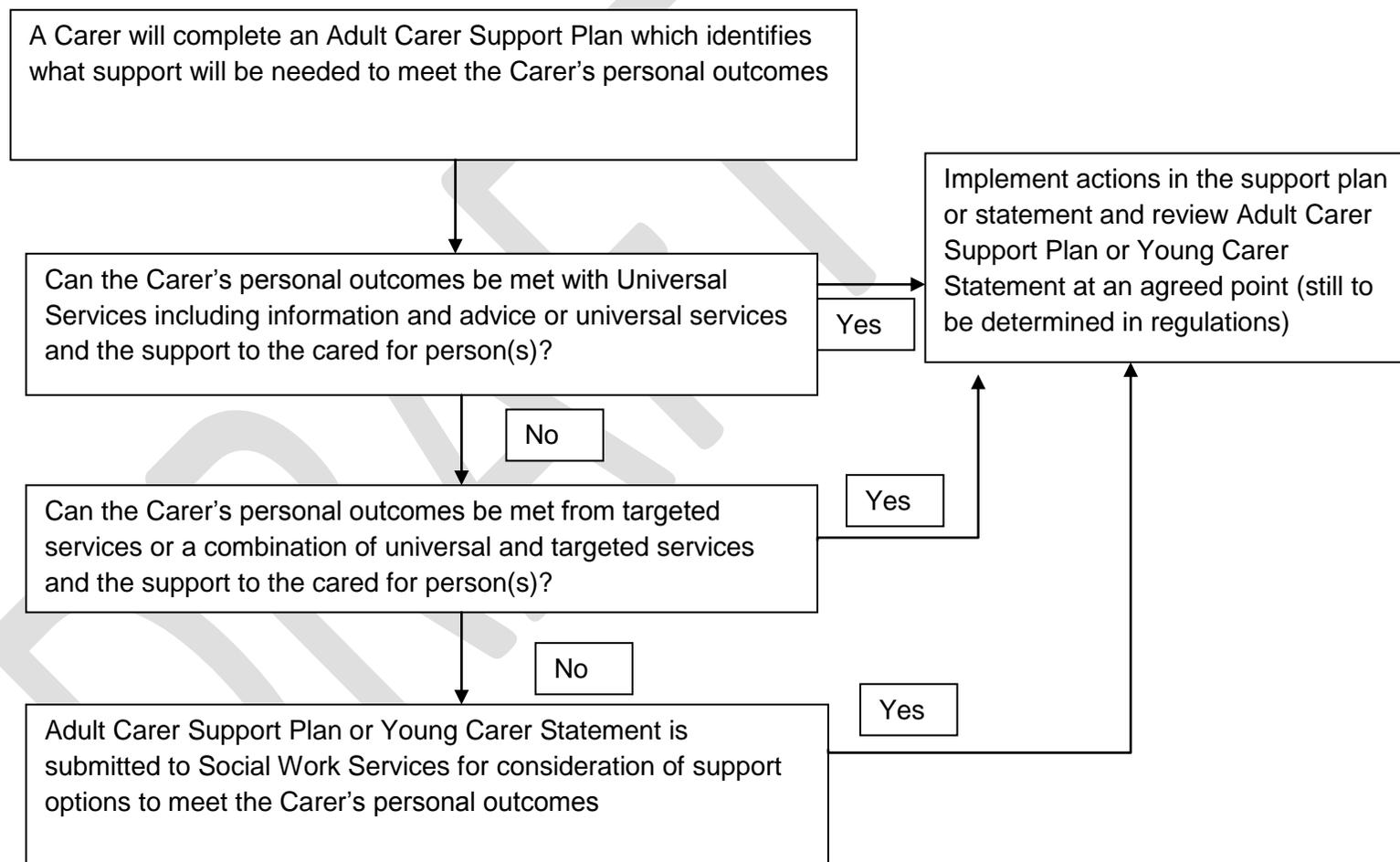
2. Why do we need a local eligibility framework?

The Carers (Scotland) Act 2016 commences on 1st April 2018. This is law that places a duty on local authorities to support Carers who meet the local eligibility criteria.

There is a need to develop local eligibility criteria to provide support to Carers in different caring situations across a whole range of life circumstances. Local eligibility criteria will help local authorities to prioritise support and to target available resources as effectively and efficiently as possible.

Under the legislation all Carers have the right to an Adult Carers Support Plan or a Young Carers Statement. This is where Carers will identify their needs and personal outcomes.

3. How will it work?



4. What are the criteria?

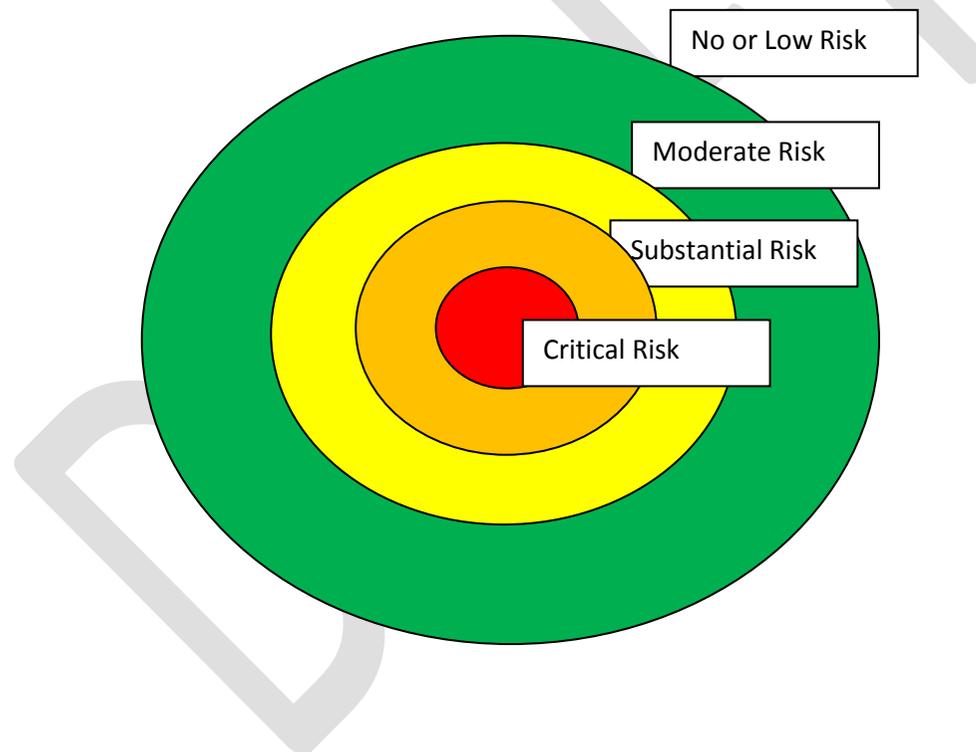
The table below shows the areas of a Carer's life and a set of statements that are contained within an Adult Carer Support Plan. These statements are the criteria that will help to identify what support is required for a Carer.

Area of a Carer's Life	Stage 1 Universal Support	Stage 1 Universal Support	Stage 2 Targeted Support	Stage 2 Targeted Support	Stage 3 Specialist Support
	Caring has no impact	Caring has low impact	Caring has moderate impact	Caring has high impact	Caring has a critical impact
Health	I'm healthy enough and look after my health well	My health and lifestyle are mostly ok but there are a few changes that I need	There are no immediate concerns but I need to look after my health a lot better	My health is poor or at risk I have some support with this	My health is poor or at risk. There is no support available or it wouldn't help
The caring role	I mostly have the skills, understanding and information I need and I can plan ahead	I have a good idea about my caring role, but would still like to learn more	Things are difficult but I'm starting to get to grips with my role	I'm finding it hard to cope. I get some support but am not confident it'll really help	It's hard. I don't know if I can carry on as things are or how anyone could help
Managing at home	Our/their home is suitable and we can manage day to day tasks well enough	Mostly we can manage day to day tasks at home but some areas need to be addressed	We are getting by but it is hard to stay on top of day to day tasks or changes are needed to our/their home	We're not coping with many of the day to day tasks or our/their home isn't suitable. I'm getting help to sort this out	We're not coping with many of the day to day tasks or our/their home isn't suitable. There's no support available or it wouldn't help
Time for yourself	Things are as good as they can be. I have breaks	I have some time for myself and some activities or social life	I'm trying to get some time for myself and some activities or social	Caring has taken over my life but I'm getting some help to	Caring is my whole life. I can't see how it could be any other

	and balance caring with other things	outside my caring role, but things could be better.	life outside my caring role, but it's difficult and often doesn't work out	see if I can change this.	way.
How you feel	I'm mostly feeling calm and positive enough and can deal with the pressures of being a Carer.	I'm finding what helps me feel ok or to manage stress, anxiety or difficulties in a relationship but things could be better	I'm trying things that might help me manage stress, anxiety or difficulties in a relationship	Stress, anxiety or difficulties in a relationship are getting me down but I have some support with this	I experience high levels of stress, anxiety or difficulties in a relationship and have no support with this
Finances	I'm managing financially and I know where to go if I need support	My financial situation is mostly ok, but there are some issues related to my caring	I'm trying to sort out financial matters related to caring but it's hard	There are financial problems as a result of my caring role but I have some support to address them	There are financial problems as a result of my caring role but I prefer not to discuss them.
Work	I'm a full time Carer/ or in work or training and managing well enough	I'm in work or training/volunteering as a way into work but there are some problems	I'm trying to sort things out with work or to move towards finding work but it's hard	I need to find work and I have some support with how to balance work with my caring role.	I need to find work and I can't see how due to my caring role and I have no support with this.

5. How do we measure impact?

Once a Carers' needs have been identified through an Adult Carers Support Plan and the criteria above has been applied to the Carer, this starts to identify the impact of the caring role and the risk that the Carer will not meet their needs and personal outcomes.



Risk	What does this mean?	What might be advised / agreed with the Carer?
<p data-bbox="185 421 309 485">No/ Low Risk</p>	<p data-bbox="448 381 1014 480">It is anticipated that the Carer is likely to be achieving and continue to achieve Carers' outcomes.</p>	<p data-bbox="1108 381 1973 480">Risk prevention should be considered - Consideration should be given to actions and activities which maintain Carers' outcomes or support them to achieve good outcomes.</p>
	<p data-bbox="448 517 1077 716">There may be a possibility of some issues and barriers to the Carer achieving their outcomes but this is a very limited risk to their outcomes in the foreseeable future or longer term. Caring has no or low anticipated negative impact on achieving Carer outcomes.</p>	<p data-bbox="1108 485 2011 716">Carer may wish to plan how to maintain outcomes and this can be done in an informal way without a full Carer Support Plan. If the Carer wants, a formal plan can be completed. It is envisaged that some Carers at this level will be able to self-manage their supports or seek help from universal provision or Carer services that are accessible without a formal support plan. All Carers have the right to ask for an Adult Carers Support Plan.</p>
<p data-bbox="185 815 394 847">Moderate Risk</p>	<p data-bbox="448 756 1077 956">It is recognised that caring has negative potential impact on achieving outcomes. There are some identified risks to the Carer achieving their outcomes. Some issues and barriers related to caring create a moderate risk of not achieving outcomes.</p>	<p data-bbox="1108 756 2002 956">With additional information, advice and support the Carer is more likely to achieve their outcomes. Depending on the risk and potential barriers to achieving outcomes it is likely that the Carer may benefit from specific Carer support and other universally available services. The Carer might want a formal support plan or may seek assistance to make an informal plan.</p>
<p data-bbox="185 1031 423 1062">Substantial Risk</p>	<p data-bbox="448 995 1084 1195">There are significant risks to the Carer achieving their outcomes. Caring has considerable impact and there is a high risk of Carer outcomes not being achieved unless additional supports are planned and arranged</p>	<p data-bbox="1108 995 2007 1195">The Carer might want a formal support plan or may seek assistance to make an informal plan to support them to achieve their outcomes. Without additional information, advice and support it is probable that the Carer is will not their outcomes. It is likely that the Carer could benefit from specific Carer support and other services and may need advice about these and encouragement to access them.</p>
<p data-bbox="185 1286 365 1318">Critical Risk</p>	<p data-bbox="448 1203 1066 1364">There are major risks to the Carer achieving Carer outcomes and the Carer may be at crisis point. There may be a need for immediate or imminent support as well as a long term planning need.</p>	<p data-bbox="1108 1235 1998 1334">Evidence of critical impact to Carer achieving outcomes. Action may be needed to get support to resolve immediate crisis as well as longer term planning to avoid this level of risk in future.</p>

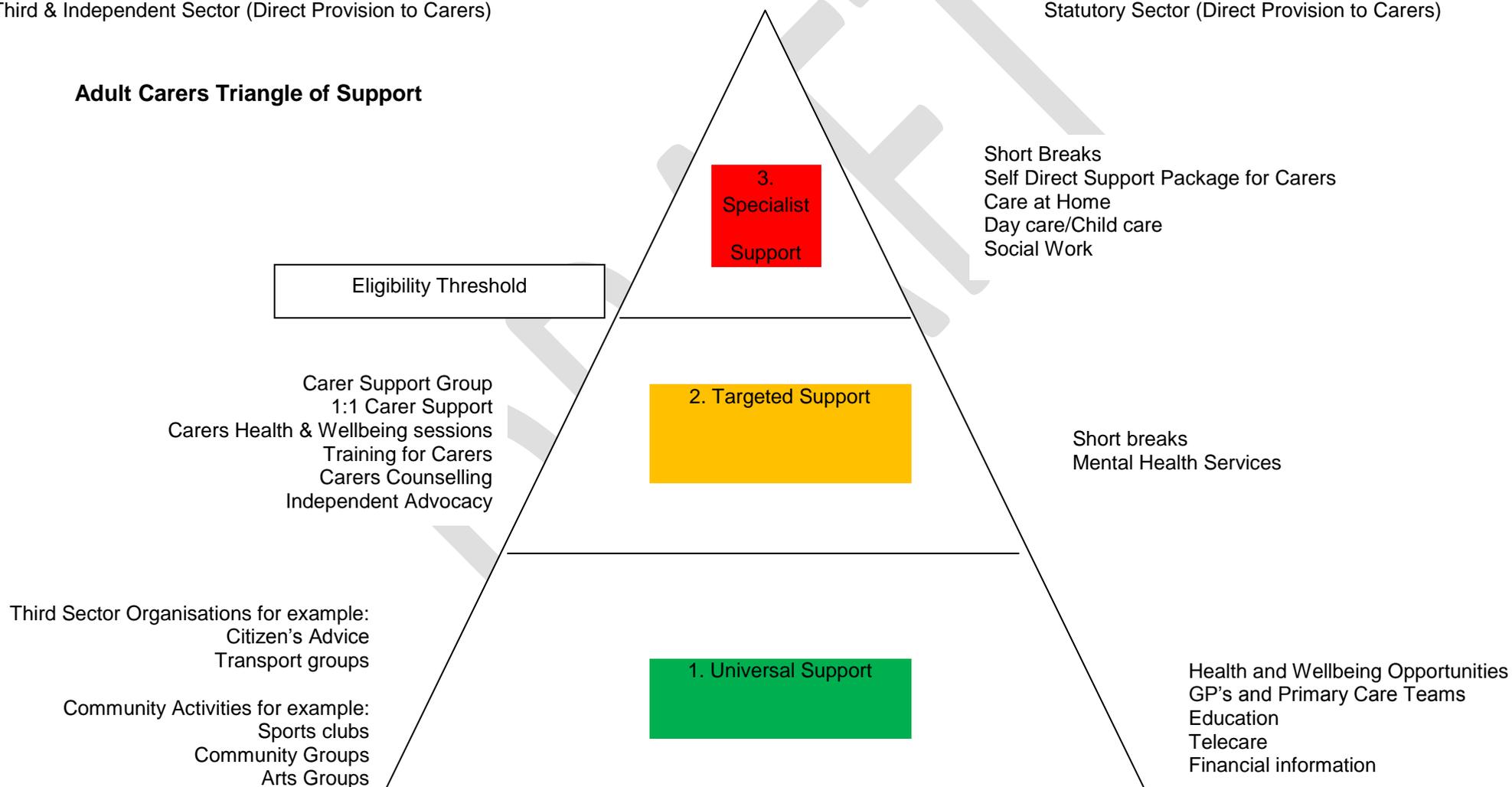
6. What support is there?

The triangle shown below includes examples of the types of support available; however this will be tailored to meet the Carer's personal outcomes and could be a combination of support from all areas of the triangle. To access the specialist support, a Carer will have to be in a position where the risk of them not meeting their outcomes is critical. This is shown below by the eligibility threshold.

Third & Independent Sector (Direct Provision to Carers)

Statutory Sector (Direct Provision to Carers)

Adult Carers Triangle of Support



7. Some examples

Mrs A is a Carer for her husband who has dementia, a brain injury and physical weaknesses. They have also adopted their granddaughter. Mrs A receives a break from caring once a week, however following the completion of an Adult Carer Support Plan, they have been able to access funds from the short break fund to have a holiday, been referred for equipment and adaptations, telecare and the ability to access health and wellbeing opportunities available locally.

Mr B who has multiple long term conditions, cares for his wife who is mostly bed bound. Mr B is finding it more difficult to continue his caring role due to changes in his own health. Currently Mr B receives some support to get a break. Following the completion of an Adult Carers Support Plan, both Mr and Mrs B did not want care at home provided, instead following a good conversation, Mr B was happy to continue providing personal care but instead asked for help around the home, which has been provided.

8. Frequently Asked Questions

Where do I get an Adult Carers Support Plan from?

- These are available online (<http://www.dgalcarers.co.uk/carers-support.php>) or from Council Information Offices or local Carer Organisations

Who can have an Adult Carers Support Plan?

- Anyone aged over 18 who care, unpaid, for a family member or friend with an illness or disability, mental health condition, or an addiction

Who decides if I have eligible needs?

- The Adult Carers Support Plan will help to identify what needs and personal outcomes that you have. Through the planning process, options of different support will be discussed to meet your needs. Some of this support might only be available through Social Work Services.

What about the person that I care for Self Directed Support (SDS) package?

- This process is about a Carers needs and not the needs of the cared for person and will be based on the level of need identified and support required for the Carer. If however the needs of the Carer and the cared for person is in one SDS package, then there is no need to immediately complete an Adult Carers Support Plan, unless you want to. This would be done when the overall package is reviewed.

What happens if I am happy with the support that I get included in the person that I care for SDS package?

- You can still complete an Adult Carers Support Plan and as part of the discussion you may find out more about supports that you can access.

What happens if I care for more than one person?

- All of your caring roles should be taken into account during the process of completing an Adult Carers Support Plan so that all of your needs and outcomes can be identified.

What happens if I only have one criterion that is over the threshold?

- Support to meet that one area will be provided

What happens if my circumstances change?

- If something changes in your caring role, you can review your Adult Carer Support Plan

What happens if the person that I care for has changing needs?

- Your Adult Carer Support Plan should take into account your caring role over a period of time. If for example you care for someone who has flare ups or fluctuating needs depending on their condition then these should be considered when completing your plan.

What happens if I am not happy with the decision?

- If you are not happy with the outcome of the Adult Carers Support Plan and the subsequent support that you are offered, then you can complain to Dumfries & Galloway Council.

How can I find out more?

- There is more information on the Carers (Scotland) Act 2016 available online (<http://www.legislation.gov.uk/asp/2016/9/contents/enacted>) or from any Carers Organisation in Dumfries and Galloway.