



# Local Carers Eligibility Criteria Consultation and Engagement Report

## You Asked, We Did

### **Introduction**

This report gives an update of the Support for Carers Consultation we ran in relation to Perth & Kinross' draft local eligibility criteria for carers from 30<sup>th</sup> October 2017 to 11<sup>th</sup> December 2017. It provides a summary of what you told us and what we did.

### **Background**

Prior to 1 April 2018, local authorities in Scotland did not have a specific legal duty to provide support to carers. However, from 1 April 2018, under the Carers (Scotland) Act 2016, they have a duty to provide support to carers who meet the eligibility threshold. The local eligibility criteria framework sets the eligibility threshold and determines the level of support a carer will get, as well as whether the support will be provided to the carer under a mandatory duty or a discretionary power.

Each local authority must develop their own local eligibility criteria for carers in their locality. Perth & Kinross Council, in conjunction with the Health and Social Care Partnership and PKAVS, developed a local carers eligibility criteria framework. Perth & Kinross Council and PKAVS then ran a consultation on the eligibility criteria from 30 October 2017 to 11 December 2017, dates inclusive. We consulted with carers and bodies representative of carers in Perth and Kinross.

## **Consultation Documentation**

We developed a local eligibility criteria framework for carers. We asked the public if the information presented under each of the 9 sections of the framework was clear. We also asked if there were any information that should be added, removed or presented differently. Finally, we asked if there were any other feedback on each section and the overall framework. Page | 2

Participation to the consultation was open to the public, and feedback could be given online via surveymonkey, by post or in person via a focus group. The focus groups were offered to different age groups (young carers, young adult carers, and adult carers) and set up based on expressed interest.

The purpose of the public consultation is to ensure that the framework is clear, fair and fit for purpose for professionals and unpaid carers in Perth & Kinross.

## **Communications**

We offered translated paperwork and provided large print copies on request, to ensure that information regarding the consultation is made as accessible as possible, including to people with protected characteristics. We aimed to engage as widely as possible so we organised consultation events and sent correspondence to people living in more rural areas of Perth & Kinross, as well as in the city of Perth.

The following is a list of the methods we used to engage with the public in order to raise awareness and encourage active involvement in the consultation process:

- Correspondence to 7,189 known carers in Perth & Kinross
- Text messages to 4,400 council tenants and Perth & Kinross Council staff.
- Emails distributed to 86 Primary and Secondary Schools in Perth & Kinross.
- Emails distributed to 752 Third Sector Health and Social Care contacts.
- Media and Press releases via the PA and the Courier.
- Facebook, Twitter and Websites.

- 8 Public Consultation Events held in Perth, Kinross, Blairgowrie, Crieff and Aberfeldy, with a total of 313 attendees.
- 3 Focus Groups of Young Carers, Young Adult Carers and Adult Carers, with a total of 19 participants.
- Consultation Flyers distributed at a number of events and placed within community cafes, hospital and GP waiting areas.

### Survey Engagement

- 100 participants (both professionals working with carers and carers) provided feedback via one of the formal channels (online, paper copy or joining a focus group) to the consultation.
- 79 survey responses were received within the consultation period; 4 of which were group responses (of an overall total 25 respondents).
- Of the remaining 75 responses, 25 were hard copy responses and 50 were online responses.

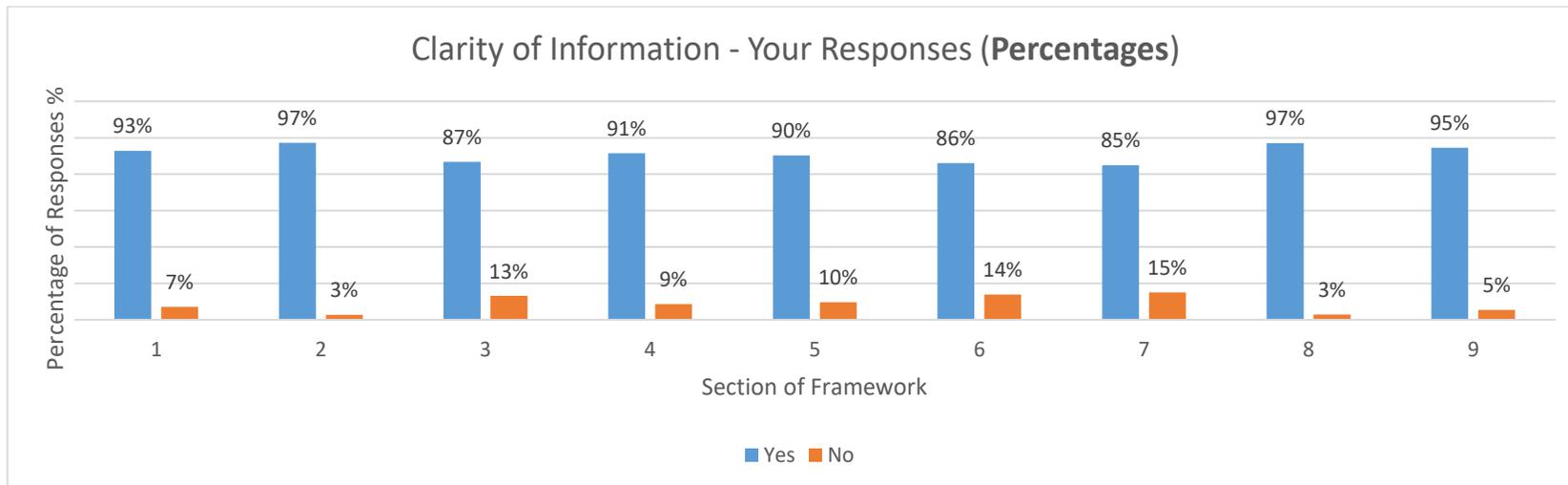
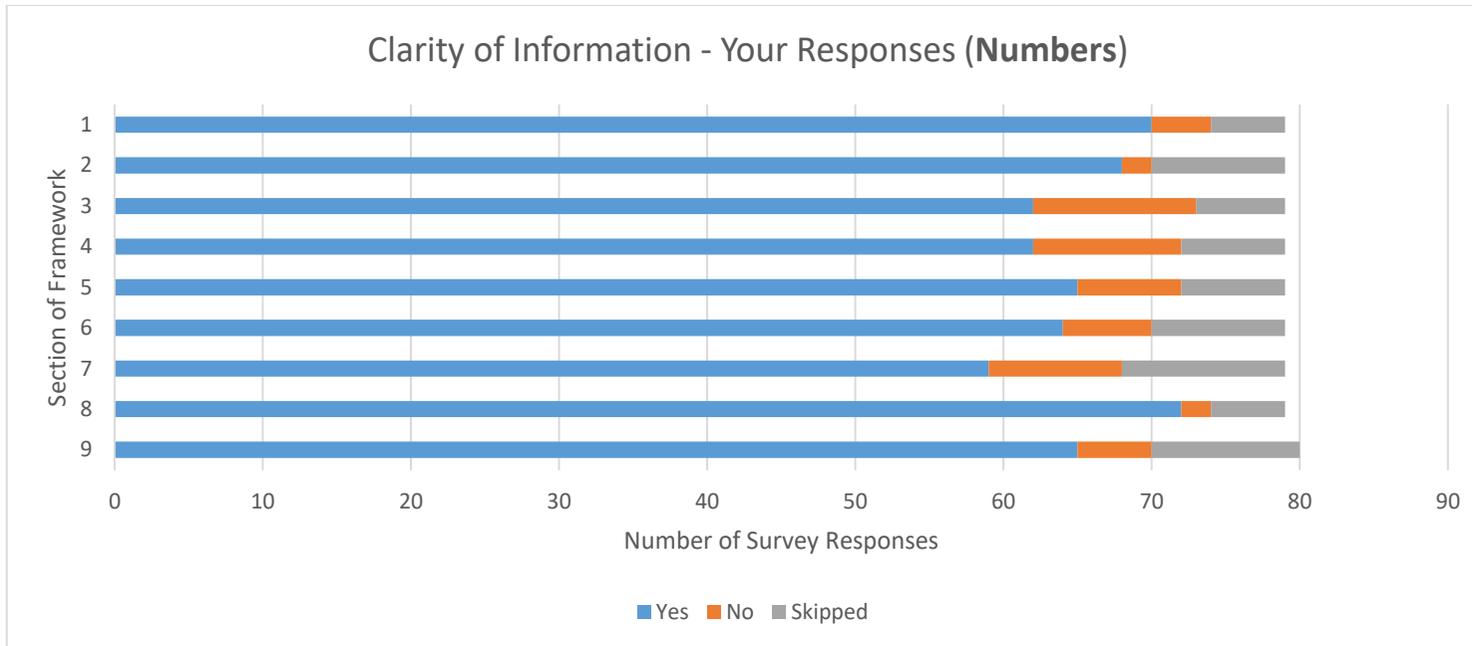
### Quantitative Analysis of Close-Ended Responses

In total, **100 people** provided feedback to the consultation, though not all questions were answered in every case. 25 of these people provided their responses as part of 4 groups. We therefore recorded these 4 groups as one (group) response each, and counted 79 responses.

Ten questions were asked in the consultation survey; the first 9 referred to each of the 9 sections of the eligibility criteria framework and the last question asked for feedback on the overall framework.

The following bar charts presents the survey answers of the 79 responses to the question, 'Is the information presented under this section clear?' for each of the 9 sections of the framework. A resounding majority of people answered 'yes' to all 9 sections. At least 85% felt that all 9 sections of the framework were clear, with an over 90% consensus on 6 of the 9 sections.

Please see the bar charts below which illustrates the numerical trends for each response given.



**Qualitative Analysis of Open-Ended Comments and Our Responses**

We also asked 9 open-ended questions under each of the 9 sections. We asked, ‘Please indicate in the comments box below any information that should be added, removed or could be presented differently. You may include any other feedback regarding this section.’ There was an additional tenth question asking for comments on the overall framework, which we asked ‘Do you have any additional comments or feedback about the overall eligibility criteria framework?’ The following table provides a summarised schedule of the comments received in relation to each question/section and what we did in response to these comments.

SECTION OF FRAMEWORK	SUMMARY OF WHAT YOU SAID	WHAT WE DID/OUR RESPONSE
<p><b>1. Introduction to the eligibility framework</b></p>	<ul style="list-style-type: none"> <li>• Definition of unpaid carer would help.</li> <li>• Not understanding what local eligibility criteria is.</li> <li>• Could there be clearer presentation rather than lengthy paragraph.</li> <li>• Long winded.</li> <li>• Some commented that it was clear and others commented that it wasn't clear.</li> <li>• Wording might scare young carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Added a definition of ‘unpaid carer’.</li> <li>• Added explanation of ‘eligibility criteria framework’.</li> <li>• Simplified and condensed information – split up paragraphs, used more simple language.</li> <li>• Used a table to highlight changes.</li> <li>• Softened language in relation to young carers.</li> </ul>
<p><b>2. Definitions under the Carers (Scotland) Act 2016</b></p>	<ul style="list-style-type: none"> <li>• “Intends” [to be a carer] should be taken out.</li> <li>• Addition of ‘elderly’.</li> <li>• Addition of a definition for ‘young adult carer’.</li> <li>• Some wanted to extend the definition to other types of carers as well as specific types of illnesses or</li> </ul>	<ul style="list-style-type: none"> <li>• This section is a summary of the actual definitions given under the Carers (Scotland) Act 2016. The word ‘intends’ is in the official Scottish Government definition. The Act does not provide an official definition of ‘young adult carer’, but this is expected to be provided in new statutory guidance in January – the word ‘intends’ may, for example, cover situations where a person is</li> </ul>

	<p>disabilities, while some felt the definition should remain as all-encompassing as possible.</p>	<p>discharged from hospital or where a cared-for person has a fluctuating health condition.</p> <ul style="list-style-type: none"> <li>• The word 'elderly' is added.</li> </ul>
<p><b>3. Our aims and clarification of terms</b></p>	<ul style="list-style-type: none"> <li>• A lot of words/jargon.</li> <li>• What does 'directing the available support' mean.</li> <li>• Uncertainty about how the assessment would be carried out and whether support would be personalised.</li> <li>• Fluctuating needs and appropriate period – not clear.</li> <li>• 'duty/power' unclear.</li> <li>• Reads well.</li> </ul>	<ul style="list-style-type: none"> <li>• Simplified and condensed the information to 1 page – ensured better clarity of information.</li> <li>• Added an explanation of SDS under the new Section 7 'Eligibility Thresholds: Types of Services and Support'.</li> <li>• Provided explanation 'fluctuating needs', what is an 'appropriate' period of time, and what would happen if a carer has different levels of support for different areas.</li> <li>• Moved this section to the last section of the revised framework after the eligibility criteria table for better clarity and information flow.</li> </ul>
<p><b>4. Explaining the assessment process</b></p>	<ul style="list-style-type: none"> <li>• Unclear how or where to contact staff member/the 'access route' to a support plan or a young carer statement.</li> <li>• A lot of information/could be presented clearer.</li> <li>• Confusion as to how assessment would take place, e.g. who makes the decisions.</li> <li>• Uncertainty about what is self-directed support (SDS), and how this works.</li> </ul>	<ul style="list-style-type: none"> <li>• Regarding who to contact for an adult carer support plan or a young carer statement, we are still working on this and will provide updated information in due course. For the time being, contact details are provided at the end of this report, and please keep an eye out for updates on our websites, via social media and/or correspondence.</li> <li>• Simplified and condensed the assessment process to 1 page, and added headings for clarity.</li> <li>• Added an explanation of SDS under the new Section 7 'Eligibility Thresholds: Types of Services and Support'.</li> </ul>

	<ul style="list-style-type: none"> <li>• Unclear about when reviews would take place</li> </ul>	<ul style="list-style-type: none"> <li>• Added a 'Step 5' titled 'Setting a future review date of the assessment' to provide a brief explanation.</li> </ul>
<p><b>5. Eligibility thresholds: overview of the assessment</b></p>	<ul style="list-style-type: none"> <li>• Unclear what self-directed support (SDS) means and what the options are.</li> <li>• Most commented that the pictorial illustration made the framework a lot clearer, with one or two commenting that elements of it could be elaborated.</li> <li>• Print size is too small.</li> </ul>	<ul style="list-style-type: none"> <li>• Added an explanation of SDS under the new Section 7 'Eligibility Thresholds: Types of Services and Support'.</li> <li>• Enlarged print size.</li> <li>• Made some small adjustments to wording used for better clarity, and referred to section 7 for table of support and services.</li> </ul>
<p><b>6. Eligibility thresholds: types of services and support</b></p>	<ul style="list-style-type: none"> <li>• Dislike of the wording 'may include'.</li> <li>• Include a definition of 'universal services'</li> <li>• Some commented that this was well explained and some felt confused.</li> <li>• Are these services chargeable?</li> </ul>	<ul style="list-style-type: none"> <li>• Moved to section 7 after the framework table and summary of framework for better clarity and information flow.</li> <li>• Put the information in a table with headings for better clarity. Used clearer wording.</li> <li>• While services for the <i>cared-for person</i> are chargeable, services for the <i>carer</i> are not chargeable.</li> </ul>
<p><b>7. Eligibility criteria framework</b></p>	<ul style="list-style-type: none"> <li>• Most commented that the information is clear and well presented, while a few said the opposite.</li> <li>• 'Mental health' is often stigmatised and therefore 'health' should be</li> </ul>	<ul style="list-style-type: none"> <li>• Increased the size of print so the framework now lies over 2 pages.</li> <li>• Added a header and threshold bar to make the table clearer and easy to understand.</li> <li>• 'Health and wellbeing' is extended to include 'physical or mental health and emotional wellbeing'.</li> </ul>

	<p>defined to include mental health too.</p> <ul style="list-style-type: none"> <li>Remove 'low impact'.</li> </ul>	<ul style="list-style-type: none"> <li>'Life balance' is extended to include 'future planning'.</li> <li>'Living environment' is extended to include 'Living/caring environment'.</li> <li>Words added/removed/amended to ensure better clarity.</li> <li>Combined 'no impact' with 'low impact'. No impact is not removed because not all carers are impacted in all 6 areas, e.g., they may have a good relationship with the cared-for person.</li> <li>Amended wording slightly to ensure there is consistency that a preventative approach is taken to avoid crisis as early on as possible.</li> </ul>
<b>8. Summary of framework for adult carers</b>	<ul style="list-style-type: none"> <li>Majority of comments indicate that the summary is clear and easy to understand.</li> </ul>	<ul style="list-style-type: none"> <li>N/A – see (10) below.</li> </ul>
<b>9. Summary of framework for young carers</b>	<ul style="list-style-type: none"> <li>The young carers commented that they didn't feel it was necessary to have 2 separate summaries for adult carers and young carers.</li> </ul>	<ul style="list-style-type: none"> <li>Combined the 2 summaries of the adult carers framework with the young carers.</li> </ul>
<b>10. Overall Comments of Entire Framework</b>	<ul style="list-style-type: none"> <li>Many commented that the framework is clear, informative and well thought out. Some concerns about funding and how the framework would be as effective in practice.</li> </ul>	<ul style="list-style-type: none"> <li>We recognise that there are concerns about resources and practicalities regarding this framework. The intention is to develop a framework which is fit for purpose; the first step being this consultation.</li> <li>The Scottish Government is expected to provide more guidance on better identification of hidden</li> </ul>

- Concerns regarding training/educating relevant staff members. Also, carers tend to underestimate themselves, or not want to admit they are in a critical situation.
- Concerns regarding identification of hidden carers.
- Writing too small
- Wording might be harsh for young children who might feel frightened that social care services would get involved
- No 'one stop shop' for information and advice for carers and carers do not know where to go to access support and services.

carers – this is also something we are continuously working on improving.

- Training will be rolled out to staff as part of the implementation tasks.
- Enlarged print to ensure all print throughout is at least a size 12 print, and also lightened the colours in the document to ensure print is more clear and legible.
- Softened wording throughout to be more child friendly, e.g. changed 'critical risk' to 'very high impact' and clarified within framework that 'impact' also includes risk of deterioration or the ability to sustain caring role.
- Added definitions where appropriate, and simplified and/or clarified information throughout the framework.
- PKAVS Carers Hub provides information and advice for carers and serves surrounding Perth and Kinross areas. They can be contacted on 01738 567076.

### **Further Amendments**

Perth & Kinross Council decided after the consultation that further work is required to develop the Young Carers part of the framework. As a result, it was decided that Education and Children Services would develop and take forward a separate young carers eligibility criteria. As such, the current eligibility criteria would solely be for adult carers.

### **Evaluative Summary**

The intention is to move away from a tick box exercise and provide better personalised support for carers. The eligibility criteria framework is intended to provide guidance on how carers 'assessments' should be carried out rather than be used as a static tick box exercise.

We acknowledge that there are some concerns around various aspects of the implementation of the Carers (Scotland) Act 2016, and are continuously striving to ensure that this will be effectively implemented in Perth & Kinross within the short timeframe we have. The Scottish Government are expected to publish further statutory guidance in relation to the implementation of the Carers (Scotland) Act 2016, which will hopefully aid this.

We acknowledge the time every participant to this consultation took, to attend one of the consultation events, and to provide their feedback. We have therefore tried to address the comments made in revising the final carers eligibility criteria framework and in this report.

**Thank you to everyone who took the time to provide feedback and help shape the revised local carers eligibility criteria framework.**

### **Contact Information**

For further information, please contact Christine Tse, PKAVS on 01738 567076.

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