



Recognised, Valued, Supported

Moray Carers Strategy 2023-2026

**Health & Social Care Moray's approach to improving
outcomes for adult and young carers**

1. Foreword

Dear fellow carers

On behalf of the Moray Integration Joint Board, I am pleased to introduce this new strategy for unpaid carers in Moray.

Carers play an essential role in society, often without recognition of the commitment they make and the impact it can have on them. The Board would like to express its gratitude to carers across Moray and publicly recognise the outstanding contribution they make to our health and care system and to our communities.

The Covid pandemic has been hard on everyone but carers have shouldered more of the burden than most. Many took on a caring role for the first time or saw their caring responsibilities increase.

Carers have told us they are worn down and struggling to have a life of their own. They tell us the challenges they experience are made worse because of the frustrations of trying to navigate a health and social care system which does not seem to be on their side. They do not feel listened to or valued as equal and expert partners in care.

Yet caring is everyone's business. The majority of us will become carers at some point in our lives, or we may need care ourselves. It is a role that

can develop gradually or may happen unexpectedly and is one for which we are rarely given a choice.

For many, supporting friends, families and communities can provide a sense of well-being. For others, caring responsibilities can have a substantial impact on every aspect of their lives and additional support is needed to manage the demands of the role and reduce the negative impact.

Our new strategy, **Recognised, Valued and Supported**, is grounded in the lived experience of unpaid carers and my thanks goes to everyone who has been involved.

It reflects what carers say matters to them. It recognises where we are now and where we want to get to over the next three years to improve the experiences of carers.

The strategy and supporting implementation plan will guide the work of health, social care and community partners towards a better Moray where carers of all ages are recognised, valued and supported to enjoy healthier and more fulfilled lives.

I look forward to continuing to work with fellow carers and partners to turn our priorities into positive action to ensure Moray's unpaid carers are **Recognised, Valued and Supported**.

Ivan Augustus
Carer Representative
Moray Integration Joint Board

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The Carers Strategy Development Group would like to thank all partners and every unpaid carer who has given their time to share their lived experience as part of the development of the strategy. Your input has been invaluable in improving our understanding of the challenges and priorities for carers, and has informed the actions that will guide the work we do for carers.

3. Summary

The Carers Strategy sets out how Health & Social Care Moray plans to deliver on its commitment to support unpaid carers of all ages in Moray over the next three years.

It will inform all other Health & Social Care Moray strategies and transformation plans so that meeting the needs and aspirations of carers is embedded in all services across the partnership, including those it commissions externally.

The strategy will be underpinned by an implementation plan with clear actions setting out how we will take a human rights approach to working together to improve the health, wellbeing and experiences of carers.

Our Carers Strategy has been shaped by the voice and experience of carers, and the organisations that support them, to ensure that the priorities for the future are based on what is most important.

Our vision

For carers in Moray to feel recognised, listened to and respected as equal and expert partners in care, and to be supported in their vital role so they can live well alongside caring.

To achieve the vision, we will focus improvement actions for local carers under these three areas of strategic priority:

Recognised • Valued • Supported

By 2026, every unpaid carer in Moray should:

- Be able to identify themselves as a carer early in their caring journey
- Have timely access to the information and advice they need
- Know and understand their rights
- Feel listened to and valued as an equal and expert partner by people working in services
- Be fully engaged in the planning and delivery of services
- Be empowered to manage their caring role and have access to effective support which enables them to look after their own health and wellbeing
- Have access to regular and sufficient breaks from their caring role
- Be able to achieve their own goals, free from discrimination, and be able to maintain their education and/or employment as they wish.

4. Introduction

Health & Social Care Moray wants to recognise the significant contribution unpaid carers make every day to ensuring that people in our communities in need of care continue to experience a good quality of life.

It is estimated that three in five adults in the UK will become an unpaid carer at some point in their lives. In Moray, the 2011 census recorded just over 8,000 people identifying as a carer. However, we know many individuals providing care do not recognise themselves as a carer because it so easily becomes part of their everyday routine. Each year more people take on new or increased caring responsibilities and that number has increase since the start of the Covid-19 pandemic.

Carers are valued for their vital role in enabling the people they care for to stay as well as possible and continue living at home. We recognise they are key to the sustainability of our health and care system but that their caring role is often at the detriment of their own health and wellbeing, education and employment opportunities, finances and aspirations to live the life they choose.

We are committed to working with local carers and partners to create positive change which reduces the negative impact of the caring role and improve carers' experiences.

The Moray Carers Strategy 2023-2026 will build on the range of services currently in place, address gaps in provision and improve support to all carers in Moray.

It has been informed by listening to the views and lived experiences of Moray's carers. It provides clear direction to Health & Social Care Moray on where resources should be focused to meet the needs, aspirations and rights of carers.

A strategy implementation group will be established to oversee a plan setting out clear actions, timescales and measures for monitoring progress. The plan will be developed through continued engagement with carers and strategic partners. It will evidence how funding allocated towards carers is being used by the partnership to support carers to live well and achieve their own improved health and wellbeing outcomes in line with the priorities set out in this strategy and the Moray Strategic Plan, and is enabling us to meet the requirements of the Carers (Scotland) Act 2016.

5. Why supporting carers matters

People are living longer but often the increase in longevity comes at a cost of increased years in poor health with complex care needs. This is putting more pressure on the health and social care system.

In response, Health & Social Care Moray is progressing initiatives to prevent unnecessary hospital admissions and premature admissions to long-term residential care, to reduce delays in discharge from hospital, reduce demand for formal support services, and to help people remain as independent as possible in their own home.

Unpaid carers in Scotland represent a larger workforce than the paid health and social care support workforces combined. They are integral to good care and are often best placed to understand and advocate for the needs, rights and preferences of the person they support

Although for many, caring can have positive and rewarding aspects, it is profoundly challenging. Carers often put the interests of the person they care for ahead of their own needs. The care provided by unpaid carers is often physically and emotionally demanding, with consequences for the carer's own health and wellbeing. Caring responsibilities can affect a carer's own health and wellbeing, their relationships with others, their access to education, employment opportunities and finances, and limits the time and energy they have to do things for themselves.

Our engagement work to develop this new strategy highlighted the toll caring can take. For many, the difficulties faced before Covid-19 have been exacerbated, but new challenges have also emerged. Hours spent caring have increased and carers have taken on more or different caring tasks.

The increased caring responsibilities and lack of breaks has resulted in added pressure and impacted upon carers' ability to continue to care. Carers are reporting fatigue and there has been an increase in reports of crisis interventions needed to respond to carer breakdown.

We recognise the value carers bring and importance of ensuring they are included as equal partners in care. This strategy sets out our commitment to supporting carers in order to:

Uphold their human rights

- Reduce the impact of their caring role
- Promote their health and wellbeing
- Sustain them in their caring role if they so wish
- Help people to continue to live in their own homes and communities
- Achieve better outcomes for carers
- Achieve better outcomes for the cared for person
- Sustain the health and social care system

6. Carers in Scotland

This strategy is for anyone who supports another person on an unpaid basis – whether that be a family member, child with additional needs, relative, friend, or a combination of these people. This is not the same as someone who provides care professionally, or through a voluntary organisation.

Anybody can become a carer at any time in their life. Someone can be a carer for more than one person at a time. Carers can be any age, from young children to older people. Carers UK predicts that 3 in 5 of us will be a carer at some point in our lives.

Carers differ in age, the number of hours that they spend caring and in the number of people they care for. They may have their own health challenges and may be juggling their caring responsibilities alongside work, studies, and other family or community commitments.

The actual number of carers is not known but it was estimated that there were 700,000 to 800,000 unpaid carers in Scotland before the COVID-19 pandemic. The 2020 Scottish Health Survey telephone survey results suggest there were 839,000 adult carers living in Scotland in August-September 2020.

Young carers	Working age carers	Older carers
<ul style="list-style-type: none"> • There are an estimated 29,000 young carers in Scotland - 4% of the under 16 population • Many are doing jobs around the house that an adult would normally do. They may be providing emotional support • Their caring responsibilities are likely to impact on their education and stops them spending time with friends • Young carers are more likely to not be in education, training or employment 	<ul style="list-style-type: none"> • Working age women are more likely to be carers than men • Over 250,000 people in Scotland are juggling paid work alongside their caring responsibilities • National research suggests 1 in 5 carers give up employment to care • The loss of earnings, savings and pension contributions can mean carers face long-term financial hardship into their retirement 	<ul style="list-style-type: none"> • Census data shows 11% of people aged 65 and over in Scotland are carers • Over half of older carers provide 35 hours of care a week or more • Older carers are more likely to have their own health and care needs and their caring role can impact on these • Nationally, one third of older carers say they have cancelled an appointment, treatment or operation because of their caring responsibilities

7. Carers in Moray

Information from Scotland's 2022 census, the official estimate of every person and every household, will start to be published from late 2023. The most recent information we have is from the 2011 census when 8.3% of the Moray population identified as being a carer compared to 9.3% in Scotland.

Of the 7,809 people providing unpaid care, 59.9% were female; 21.2% were aged 65 and over; 3.6% were under the age of 16; and 52.9% were in employment. 4.8% provided 1-19 hours of care a week; 0.7% provided 20-24 hours a week; 0.6% provided 35-49 hours a week; and 2.2% provided 50 or more hours of care a week.

Carers Scotland has reported that approximately 17.5% of the adult population of Scotland are carers. In June 2020, Moray had an adult population of 79,673 (National Records of Scotland), giving an estimated 13,500 adult carers. Around 4% of the under 16 population are carers – in Moray this would equate to approximately 2,700 young carers.

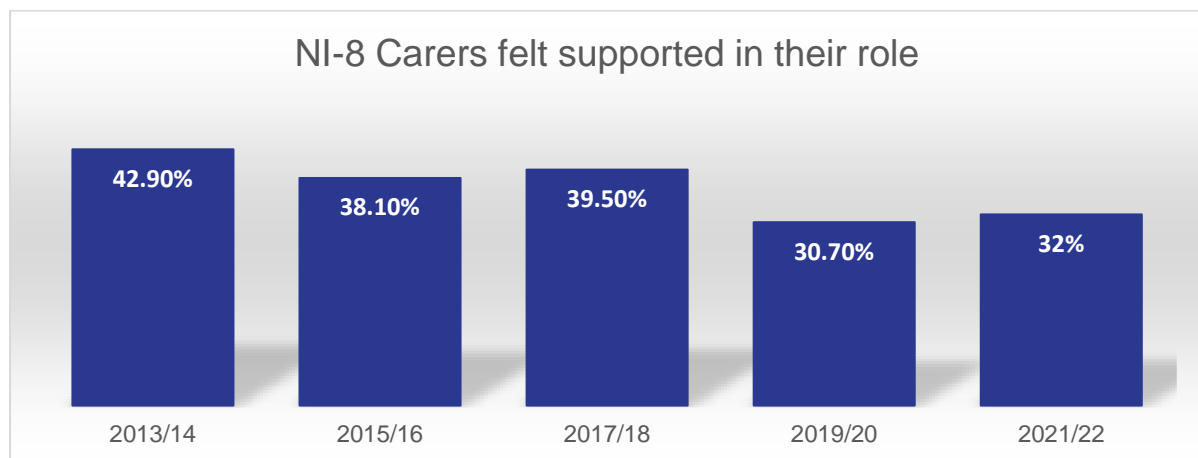
This would mean there are an estimated 16,200 carers in Moray – more than double the 2011 census figure. Not all may need formal support from statutory services to assist them to manage the demands of the role but carers legislative rights are enshrined by the Carers (Scotland) Act 2016 which recognises that preventative support at an early stage can reduce the risk of carers coming to crisis and help them to continue to manage their caring role.

Experiences of caring and impact on wellbeing

The biennial Scottish Health and Care Experience Survey (HACE) asks a sample of carers about their experiences of specific aspects of caring and the impact on their wellbeing. As with the previous survey, the responses in 2021/22 were mixed. However, overall locally and nationally the results were less positive than in previous years. Carers were most positive about the balance between caring and other things in their life with 60% responding positively to this question in 2021/22. Carers were least positive about local services being well coordinated for the person(s) they look after.

	2021/22		
	Positive	Neutral	Negative
I have a good balance between caring and other things in my life	60% (63% Scotland)	19% (20%)	21% (17%)
I have a say in services provided for the person(s) I look after	44% (39%)	31% (36%)	24% (25%)
Local services are well coordinated for the person I look after	31% (29%)	30% (39%)	39% (32%)
I feel supported to continue caring	32% (30%)	37% (43%)	31% (28%)

Carers feeling supported in their role is one of the national integration indicators against which Health & Social Care Moray measures its progress in relation to the national health and wellbeing outcomes.

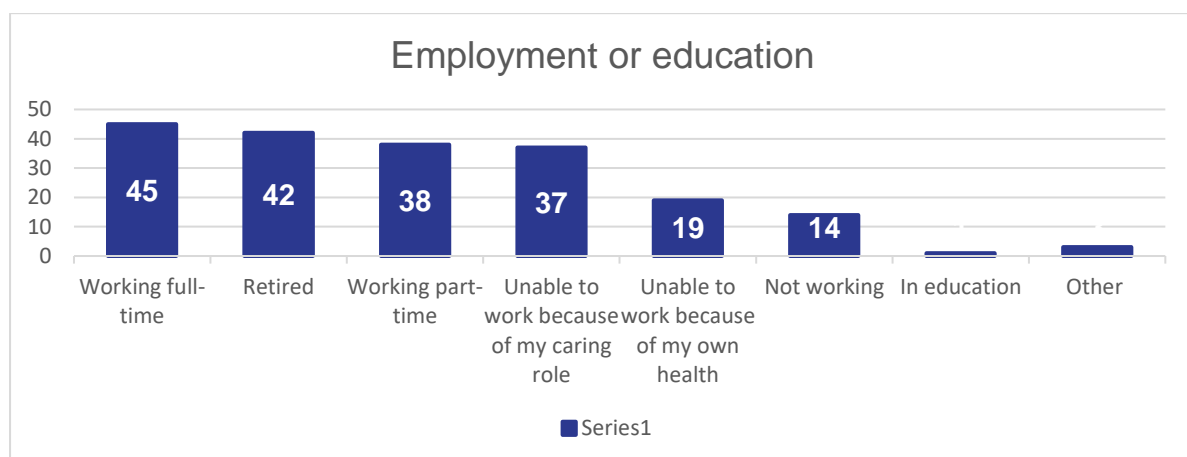


Our strategy engagement work saw 181 carers complete a questionnaire to share their lived experience of being a carer in Moray.

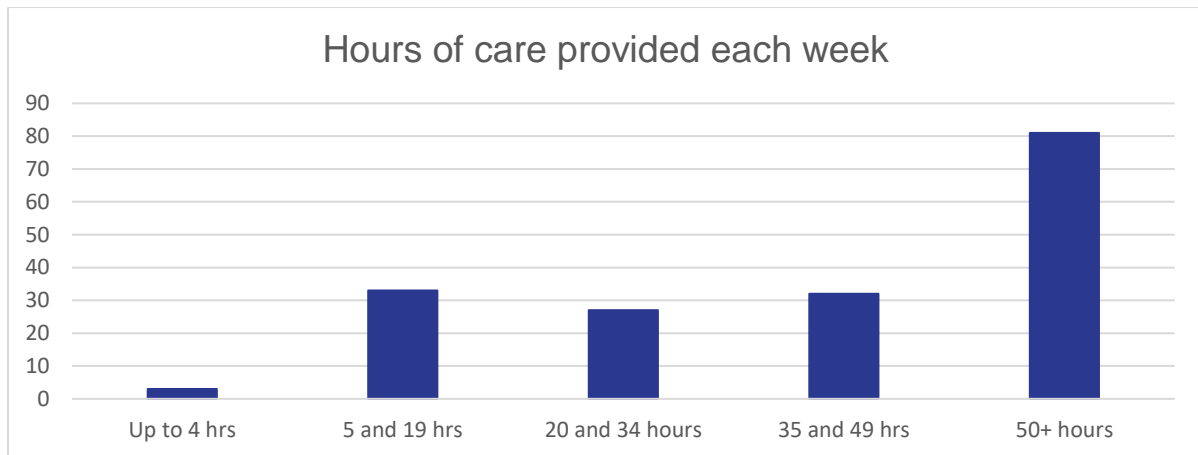
85% of people identified as female, and 15% identified as male. Most carers completing the survey were aged between 46-59 (40%), 60-74 (29%) and 30-45 (27%). The survey had a limited response from carers under the age of 30 or the 75s and over. Half of respondents indicated they themselves had a health condition or disability.

More than half (96) were providing care to an adult person. 57 were caring for an adult aged 18-64 and 48 were caring for a child or young person.

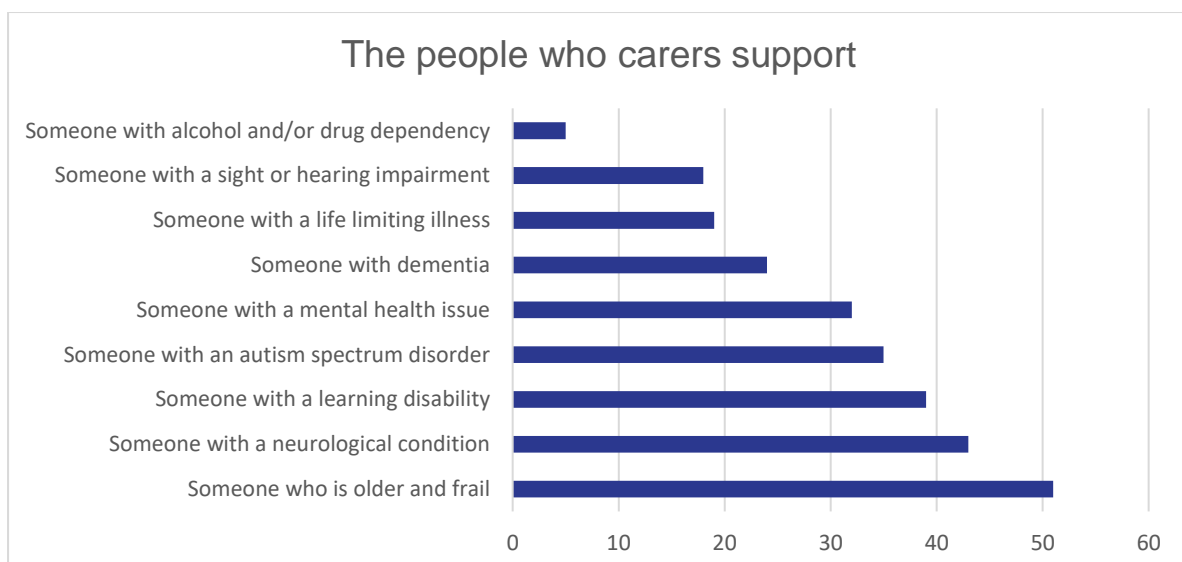
A quarter of carers were working full-time with 23% being retired. 21% worked part-time with the same unable to work because of their caring role. 11% were unable to work due to their own health issues.



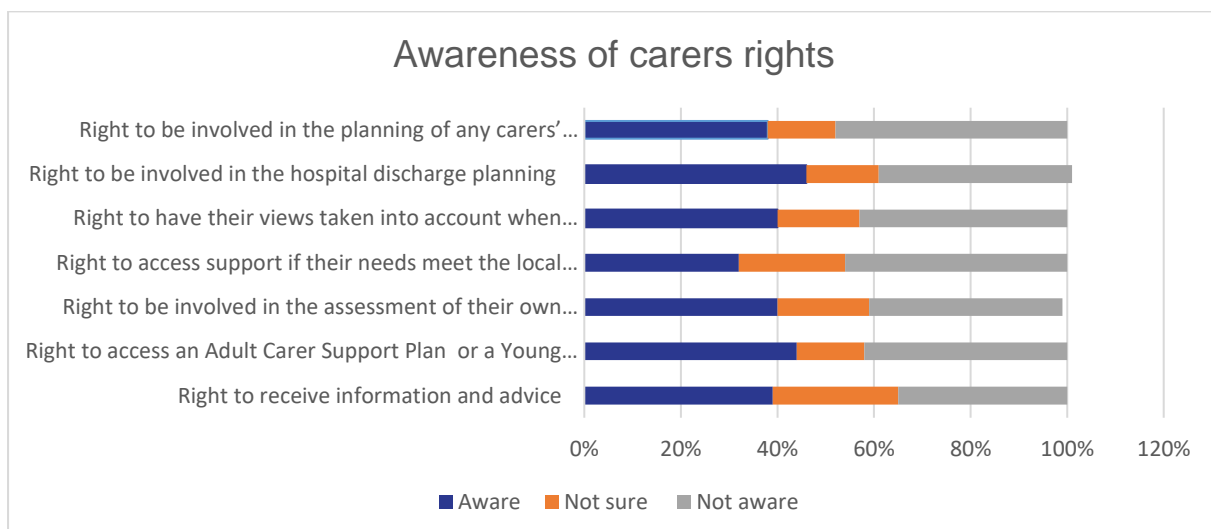
Almost half of respondents (46%) were caring for more than 50 hours a week.



Carers were caring for people with a range of conditions. The survey had multiple options for respondents and many respondents indicated that more than one applied.



Less than 50% of carers were fully aware of their rights under the Carers (Scotland) Act 2016.



8. Listening to and learning from carers

Over 200 carers participated in some form of engagement through joining focus groups and responding to a questionnaire to inform the development of the strategy.

Carers experienced many struggles before the pandemic and have faced new and additional challenges and pressures as a result of lockdowns, loss of informal support and disruption to services.

Carers own health issues, as well as the declining health of the person they care for, has been a concern. The demands of the role impacts on both physical health and mental wellbeing. Carers spoke of the stress they were under, their lack of sleep and tiredness, isolation, anxiety and feelings of guilt which had made it more challenging to cope. The inability to have a break was the biggest challenge for most carers and had a negative impact on many aspects of their life including relationships.

“Providing 24 hour care without any respite provision. Physical and mental exhaustion.”

“Loss of a wife and partner. Physically having to do everything to keep the house going.”

“My role as a carer is very physically and emotionally demanding on me. I too have disabilities so my physical and mental health is really suffering... I feel very lonely and isolated and don't have much of a life outside of my caring role.”

“If he doesn't sleep at night then nor do I but I still have to work the following day.”

- ❖ Carers told us there is a lack of awareness of who is a carer and the role carers have in supporting the cared for person, the health and social care system and the wider community
- ❖ Many carers only become known when they reach a crisis
- ❖ There is a lack of understanding in schools and in health and social care about the impact of the caring role on all aspects of the carer's life, particularly their health and wellbeing
- ❖ Many are reluctant to seek formal support but when they do they often do not feel listened to or heard

“Health, Education and Social Work have no real understanding of my child's condition. This is a problem because suggested supports are almost always counterproductive.”

- ❖ Carers highlighted the importance of being made aware of available support. They want easy access to carer information and to health condition information and training
- ❖ They want to be able to access effective support when and where is right for them
- ❖ School holidays are very challenging for parent carers

- ❖ Carers still face challenges in navigating the complex social care system and assessment process on behalf of the person they support. Processes and decision making is not always open and transparent
- ❖ Their involvement in the development of care, support and treatment plans for the cared for can be sporadic, depending on the professional.
- ❖ Communication from health and social care is said to be poor. Carers struggle to get hold of professionals and are often left waiting for updates

“Red tape when trying to make life easier for my Mum.”

“Lack of support and communication from social care.”

“Not enough support from services. Phoning and phoning for my call to be answered weeks later. Chasing medications.”

- ❖ They are concerned by a lack of consistency in support staff and the quality of their training in some cases
- ❖ Timings of support services don't meet the needs of working carers
- ❖ Carers have struggled with the pandemic changes to GP appointments
- ❖ Dealing with day to day challenges of their caring role make it difficult to plan for the future
- ❖ Carers welcome the opportunities to connect with other carers for peer support
- ❖ During the pandemic many embraced the use of digital technology
- ❖ Carers face additional financial challenges

“Universal Credit covers my mortgage and nothing else: no bills, food, transportation, etc. My energy is limited so although I'm looking for part-time work, I am very concerned about being able to work AND continue caring for my child.”

“It's also frustrating not being able to work due to being an unpaid carer and having to rely on benefits.”

“Can't find work around caring & can't join in a lot of things as no respite e.g. no day care available after 3/3.30.”

- ❖ Achieving a good work/life balance is a challenge
- ❖ Carers need a regular break and what a break looks like depends on the carer. Carers do not always know what they are entitled to, what is available and how to access it. They want to see increased choice in what is available, including planned and emergency breaks, accommodated and non-accommodated respite
- ❖ Some people did not feel they had benefited as a result of having an adult carer support plan
- ❖ Carers expressed difficulty in prioritising their own health and wellbeing needs above those of the person they support

9. Supporting carers – where we are now

There are services and support options available in Moray for carers, although we recognise we need to work together to improve these to ensure carers experiences are positive and that there are gaps which need to be addressed and

Since the previous strategies for adult and young carers in Moray were published, the Carers (Scotland) Act 2016 has been introduced. It is designed to support carers' health and wellbeing and help make caring more sustainable.

Work was carried out across Moray in 2018 to publicise the Act and the rights of carers which include:

1. Adult carers have a right to an 'Adult Carer Support Plan'.

An Adult Carer Support Plan is the new name for the carer's assessment. It is a conversation that identifies the extent to which the carer is able and willing to provide care and the 'personal outcomes' which matter to the carer in order to carry out their caring responsibilities, as well as any needs a carer may have. This will be arranged through Quarriers Carer Support Service, the local commissioned service provider.

2. Young carers have a right to a 'Young Carer Statement'.

A Young Carer Statement is a plan that sets out information about the young carer's circumstances and caring role. The plan will set out a young carer's 'personal outcomes', the goals which matter to the young carer in order continue to provide care, where that is appropriate, and have a life alongside caring. It will set out the needs a young carer may have and the support available to meet the carer's needs.

Adult Carer Support Plans and Young Carer Statements are prepared by Social Work and by Quarriers Carer Support Service.

Recruitment to additional officer posts in Health & Social Care Moray has increased support to carers. There has been improved recording of carer support on the social care information system used by adult and children's services.

3. Carers have a right to support to meet any 'eligible needs'.

The local eligibility criteria is a framework used to identify whether an adult or young carer should receive support from Moray Council and Health & Social Care Moray to meet their identified needs. Following consultation with carers, it was agreed that in Moray we would use the national eligibility framework.

If a carer meets the local eligibility criteria, support may take the form of Self-Directed Support (SDS). Carers may also be offered support such as breaks from caring. If a carer's identified needs do not meet the local eligibility criteria, support can still be provided for example, information and advice; education and training and/or general support available in the local community.

Health & Social Care Moray publishes a [Short Breaks Services Statement](#) with information about short breaks services available for local carers.

4. Carers have a right to be involved in services.

Health & Social Care Moray has a duty to consult with carers when shaping services which impact on their caring role. This includes preparing local carer strategies.

Engagement with carers has informed the development of this strategy and carers will be offered opportunities to be involved in the planning and delivery of services, including the recommissioning of the carers support service.

5. Carers have a right to be involved in the hospital discharge process of the cared-for person.

The health board must ensure it involves the unpaid carer in hospital discharge planning.

6. Information and advice for carers

There is a duty on Health & Social Care Moray to have access for carers to information and advice services, covering a range of mandatory areas, including emergency planning

Quarriers Carer Support Service is commissioned to provide information, advice and support to young carers and adult carers in Moray.

Support is provided to carers of all ages by a team which includes family wellbeing workers and a young carer development worker who operate from the carers centre based in Elgin.

The service also provides carers with learning opportunities for skills and confidence training, professional counselling and opportunities for peer support including carers' cafes. Quarriers has been able to secure funding from Shared Care Scotland to enable some carers to benefit from small grants that help them take a break from their caring role.

Partnership working has also included: delivery of awareness raising programmes to increase self-identification by carers; roll-out of carer awareness training to internal staff and external partner agencies; production of the Moray Carer Aware alert card for carers; organisation of multi-agency staff training sessions to raise awareness of the Carer Aware Card and promote the use of the carers' emergency planning toolkit; annual celebration of National Carers Week to raise awareness of the role of carers and provide opportunities for peer support

Information on support for carers can be found on the Moray Council website here: http://www.moray.gov.uk/moray_standard/page_77507.html or by calling the Access Care Team on 01343 563999.

Information on Quarriers adult carer support service is available [here](#) and the young carer support service [here](#) or by calling 01343 556031.

Quarriers Unpaid Carer Service - 44 High Street, Elgin, Moray, IV30 1BU
Email: carersmoray@quarriers.org.uk

10. Priorities for 2023-2026 – making a difference going forward

Through our engagement work the following 3 strategic priorities have been identified.

Priority 1 – Recognition for carers

We want carers to be able to say, ‘I can identify as a carer. I am able to access the information and advice I need as a carer and I know and understand my rights’.

Our focus

To raise the profile of all carers of all ages in Moray, and support individuals to both recognise carers, and be recognised as carers, as early as possible in their caring role as the first step to support.

Our actions to improve recognition of carers

- Develop and deliver awareness raising programmes to NHS staff, Adult Social Care, Children’s Social Care, Schools and UHI, wider Moray Council and NHS staff, third sector and other community/business providers across Moray.
- Embed Turas Carer Aware training in the core skills requirement for all NHS staff.
- Progress and develop a Carer Positive approach in Health & Social Care Moray, Moray Council and within NHS Grampian in Moray. (The Carer Positive award is presented to employers in Scotland who have a working environment where carers are valued and supported.)
- Enable easy referral and registration for carers to the commissioned Carer Support service, including online, in-person and paper processes.
- Develop and make easily available a carers ID card, recognised across Moray
- Support carers during periods of transition: age and circumstance related.
- Improve identification and support for carers of family members with an alcohol and/or drug dependency, recognising the sensitivities around identifying as a carer and the impact of cared for non-engagement.

How we will know this is working:

- Pre- and post-learning feedback will evidence increased understanding of carers and carer needs across all audiences.
- Achievement of level 2 Carer Positive award for Moray Council; evidence of Moray contribution to NHS Grampian Carer Positive award.
- Carers report easy access to the commissioned Carer Support Service, and response rates fall within agreed Key Performance Indicators (KPIs).
- Moray Carers ID card numbers increase year on year.
- Carers report improved experiences at transition points: Young carers moving to Secondary School are highlighted in advance of the move, Young carers moving into further/higher education report confidence in the process and

their ability to make the move, Young carers seeking employment are aware of their rights as carers and confident to present their skills and experience to prospective employers.

- Increased numbers of people who identify as carers of family members with an alcohol and/or drug dependency, complete an Adult Carer Support Plan/Young Carer Statement and are assessed for eligibility for additional supports in their own right.

Priority 2 – Valuing carers

We want carers to be able to say, ‘I am listened to and valued as an equal and expert partner by people working in health and social care. I am involved in the planning and delivery of services and support for myself and for the person/s I am caring for’.

Our focus

To involve, respect and listen to carers in planning the care and support of the person they care for, and themselves

Our actions to improve how carers are valued

- Support the development of appropriate Carer Voice opportunities for carers of all ages, enabling effective feedback on strategic outcomes progress and carer experience in Moray.
- Build on the Test of Change work in hospitals in Moray, to seek Carer Champions on wards and easy links to the commissioned Carers Support Service.
- Develop and introduce a Carer Passport and Pathway of Support in Moray hospitals, to aid carer journey when the cared for is admitted, through to discharge and beyond.
- Adopt the Triangle of Care to support carers of people with poor mental health
- Ensure carers have access to skills development and training/awareness opportunities linked to the condition of the person they care for, to help them best support their care.
- Improve carer access to self-management support in their role.

How we will know this is working:

- Moray has a recognised process for carers to regularly comment on their experience and support needs, providing feedback and informing service development and delivery across a broad spectrum of health and social care initiatives.
- More carers are actively involved in presenting lived experience to decision-makers, and indicate confidence to do so.

- Every hospital in Moray is referring carers to the commissioned Carers Service, and has a process in place to ensure carers are supported on-site as necessary.
- Carers are involved in hospital discharge processes for the cared for.
- Every hospital in Moray recognises and responds appropriately to the Carer Passport and Carer Support Pathway.
- Carers of people with poor mental health are actively involved in planning and managing the care required, at every step of the process.
- Carers report increased confidence to manage the care they provide.
- Carers report increased confidence and ability to manage their caring role.

Priority 3 – Supporting carers

We want carers to be able to say, ‘I am able to manage my caring role and reduce any negative impact on my health and wellbeing. I can access the support and services which are right for me. I am able to take a break from my caring role when I need to. I am not disadvantaged because I am a carer. I am able to achieve my own goals and maintain my education and/or employment’.

Our focus

To empower carers to manage their caring role, to enable them to look after their own health and wellbeing, and maintain a life of their own alongside caring. For young carers, provide support to learn, develop and thrive, and where applicable maintain an appropriate caring role.

Our actions to improve support for carers

- Provide a fully accessible Information and Advice service for carers of all ages.
- Review and improve the Adult Carer Support Plan and Young Carer Statement templates and process to best support identification of carer support needs and services/support required to achieve personal outcomes.
- Provide practical support to help carers manage the impact of their caring role.
- Ensure carers of all ages are supported to plan for the future (their own and that of the person they care for), by identifying them and working together to consider long term needs and preferences.
- Develop targeted Carer Respite policies, for adult, parent and young carers
- Facilitate carer breaks through a variety of models, including participation in the national Respite programme.
- Participate in national programmes to improve schools’ awareness of, and support for, young carers in education.
- Adopt a continuous improvement approach to monitoring and evaluating carer experience in Moray, aiding consistent reporting to the Scottish Carers Census and informing commissioning and development activity to improve outcomes for carers.

How we will know this is working:

- The commissioned Carers Service is able to evidence satisfaction from carers accessing information and advice.
- Carers report increased confidence and ability to manage their caring role.
- The numbers of carers with Emergency/Contingency Plans in place, and sharing them with those who need to know, has increased.
- Carers will have clear information about their rights to respite, and the arrangements for achieving it.
- Carers will have access to a range of short breaks, including some facilitated by the commissioned Carers Service, and to information to help them plan and achieve the break of their choice.
- Schools in Moray will have an ongoing programme of awareness raising, increasing the numbers of young carers identified, referred to the commissioned Carers Service for support, and supported in school.

11. Making it happen

The delivery of this strategy and associated implementation plans will only be achieved by working with carers themselves, alongside partners in the third sector, education, housing, employment support, and health and social care, to support and meet the needs of young carers and adult carers.

In order to implement the Moray Carers Strategy over the next three years, we will work with carers, partners and stakeholders to form a strategy implementation group. This group will support the development of a detailed plan, push forward the priorities, agree how and when agreed actions will be delivered, and coordinate the work.

We will actively involve carers, carers groups and partners in pieces of work that come from the implementation plan so that their lived experience, ideas and input continues to inform ongoing improvement work. This will include young carers, young adult carers, working carers and carers in different circumstances, as required for specific projects.

The strategy document, implementation plan and updates on its progress will be published on the Health & Social Care Moray website. Opportunities for involvement will be shared by Health & Social Care Moray and partners through existing communication and engagement channels.

The work being undertaken by the strategy implementation group will be monitored by the Clinical Care Governance Committee. Strategy progress reports will also be provided to the Moray Integration Joint Board to provide assurance that the rights of Moray's unpaid carers are being upheld and health and wellbeing outcomes for carers are improving.

To learn more please get in touch.

Email: UnpaidCarers@moray.gov.uk

Write: The Unpaid Carers Team, Moray Council Offices, 10 High Street, Elgin, IV30 1BX.

Website: <https://hscmoray.co.uk/index.html>

Follow us on social media: @HSCMoray

Appendix 1 – Who the strategy is for

This strategy is for all unpaid carers who live in Moray. It is for carers who provide everything from a couple of hours of care a week to round the clock care for their child, parent, relative, friend or neighbour.

For the purpose of this strategy we are using the Carers (Scotland) Act 2016 definition of a carer as “an individual who provides or intends to provide care for another individual (the cared-for-person).”

Carers include:

- Young carers under the age of 18 who are in school, or further or higher education
- Young carers under the age of 18 who may be in or seeking employment
- Young carers under the age of 18 who may not be in education or employment
- Young adult carers aged 18-25, who have needs around the transition from children and young people’s services into adulthood and accessing age appropriate adult supports. Young adult carers also require support to create a life beyond caring and explore opportunities for employment, further education, or moving into their own homes; •
- Parent carers who are parents of children who have a disability or additional needs.
- Carers who are managing both a caring role and trying to start, sustain, or return to employment
- Mutual carers who require care and support and are also providing care and support (interdependent caring).
- Sandwich carers who have caring responsibilities for different generations, such as children and parents at the same time
- Older carers who in addition to caring for someone with support needs may also be managing their own health needs and impacts of ageing.
- Former carers who have ceased their caring role, usually because of a change in condition of the cared for person. This includes the death of the cared for person, the cared for person recovering and no longer needing care and support, the cared for person moving into long term residential/nursing care, or the carer choosing or having to stop providing care.

It is important to distinguish unpaid carers from paid care workers. Carers provide unpaid care alongside their other responsibilities, with many putting their lives on hold to provide care for a friend, neighbour or relative. This care could be for a few hours a day or more and could be around the clock care.

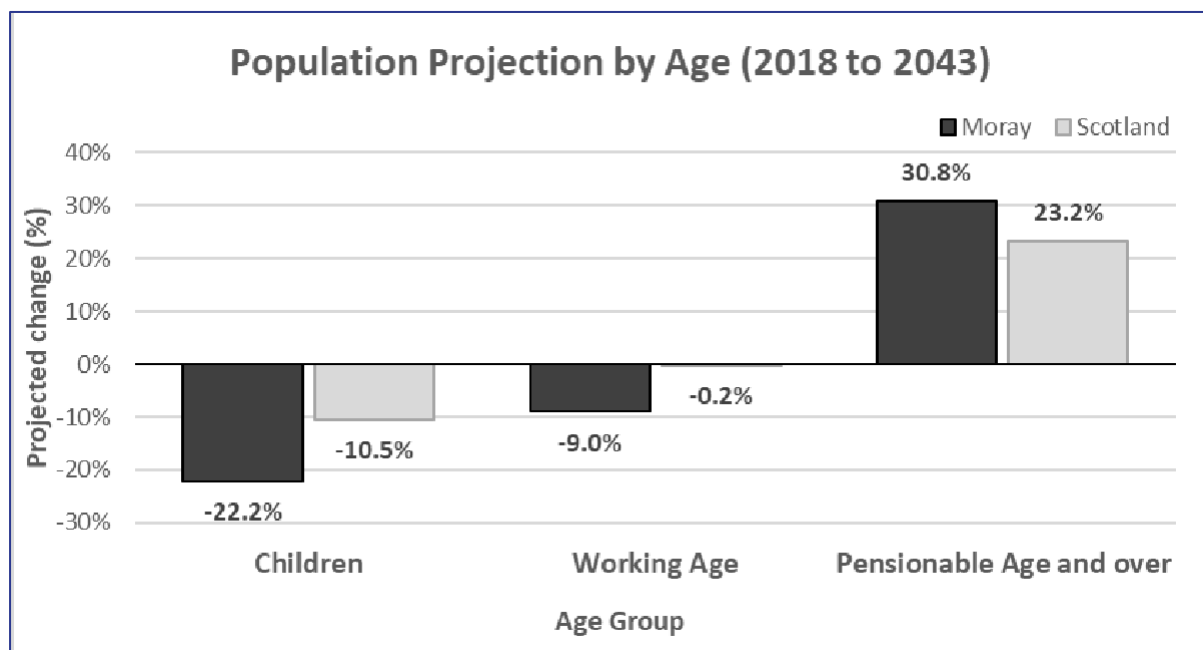
Appendix 2 - Strategic needs assessment of carers in Moray

Demographic context

Between 1998 and 2020, the population of Moray increased by 10.3% to 95,170. In terms of overall size, the 45 to 64 age group was the largest in 2020, with a population of 27,544. In contrast, the 16 to 24 age group was the smallest, with a population of 9,019. The 75 and over age group saw the largest percentage increase (+62.4%).

In Moray, life expectancy at birth is higher than at Scotland level for both females and males.

The table below sets out projected population growth for Moray and Scotland. Across Scotland there is a projected reduction in children, limited change in the working age population, but significant growth in adults of pensionable age. By comparison it is projected that Moray will have marked decreases in children and those of a working age, and a significantly higher change in those of a pensionable age.



Appendix 3 - National and local policy drivers

This strategy has been developed within the context of legislation, policy and strategic direction set nationally and locally. Key to these are the Carers (Scotland) Act 2016.

The Act is designed to support carers' health and wellbeing and help make caring more sustainable. Since April 2018 new duties for local authorities have included:

- The provision of support to carers, based on the carers' identified needs which meet the local eligibility criteria.
- The offer and preparation of an adult carer support plan and young carer statement to identify carers' needs and personal outcomes.
- The provision of an information and advice service for carers in areas such as; emergency and future care planning, advocacy, income maximisation and carers' rights.



The Carers' Charter¹ has been drawn up to help carers understand their rights under the Carers (Scotland) Act.

The Act supports Outcome 6 of the National Health & Wellbeing Outcomes - People who provide unpaid care are supported to look after their own health and wellbeing,

¹ <https://www.gov.scot/publications/carers-charter/pages/1/>

including to reduce any negative impact of their caring role on their own health and well-being.

Under the Carers Act, Health & Social Care Moray's Integration Joint Board is required to prepare and publish a local Carers Strategy setting out its plan for identifying and supporting carers in our community.

Carers' rights will continue to be upheld through the implementation of the Moray Carers Strategy 2023-2026 and in line with current and developing national and local policy and strategic ambition such as:

- The National Carers Strategy – published 21 December 2022. The strategy aims to support unpaid carers whilst recognising and valuing their contributions across five themes: Living with COVID-19; Recognising, valuing and involving carers; Health and social care support; Social and financial inclusion; Young carers.
- The Scottish Government Policy Getting it Right for Every Child (GIRFEC) that supports children and young people so that they can grow up feeling loved, safe and respected and can realise their full potential.
- The Education (Additional Support for Learning) (Scotland) Act 2009 Act requiring Education Authorities to provide additional support to young carers, who may be experiencing barriers to learning.
- Social Care (Self-directed Support) (Scotland) Act 2013 and the framework of standards which are intended to provide people with freedom, choice, dignity and control. Self-directed enables people to have more choice and control over some or all of the support they need to live as independently as they wish to.
- The Moray Integration Joint Board's Strategic Plan 2019-2029 is being refreshed. The current priorities are: building resilience, home first and choice and control.
- NHS Grampian Plan for the Future 2022-2028 which is constructed around three pillars – people, places and pathways – to create sustainable health and care.

The National Care Service (Scotland) Bill builds on the findings of the Independent review of Adult Social Care in Scotland which was published in 2021. The Bill allows Scottish Ministers to transfer social care responsibility from local authorities to a new, national service.

The implications for Health & Social Care Moray and this strategy will be reviewed in response to this.

Appendix 4 – Guiding principles

Equality, Diversity and Human Rights

The principles of equality, diversity and human rights are the basic rights for all.

We will work to ensure that carers' are aware of their rights under the legislation and that no carer is disadvantaged owing to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

All children and young people have an established set of rights and principles based on the United Nations Convention on the Rights of the Child. These say that nobody should treat a child or young person unfairly and that when adults make a decision about a child or young person it is what's best for the child or young person that should be the most important thing to consider. The child or young person must have their say too.

Awareness of their rights, and those of the person that they care for, can help adult and young carers' get fair access to things that most people take for granted.

Equal Partners in Care

Underpinning this strategy are the Equal Partners in Care (EPiC) principles which mirror our priorities and outcomes.

EPiC is a joint NHS Education Scotland (NES) / Scottish Social Services Council (SSSC) project which developed a learning resource for health and social care staff to support improved conversations and interactions with carers. The aim is to make a positive difference and improve outcomes for carers and the people they care for.

The principles are:

1. Carers are identified.
2. Carers are supported and empowered to manage their caring role.
3. Carers are enabled to have a life outside of caring.
4. Carers are fully engaged in the planning and shaping of services.
5. Carers are free from disadvantage or discrimination relating to their role.
6. Carers are recognised and valued as equal partners in care.

If you need information from Moray Council in a different language or format, such as Braille, audio tape or large print, please contact:

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اگر آپ کو مورے کونسل سے کسی دیگر زبان یا صورت میں معلومات درکار ہوں مثلاً "بریلے، آڈیو ٹیپ یا بڑے حروف، تو مہربانی فرما کر رابطہ فرمائیں:

Email: UnpaidCarers@moray.gov.uk