



Support to unpaid adult carers in Moray

Local eligibility criteria

1 April 2018



Alternative Formats

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

Jei pageidaujate tarnybos Moray tarybos teikiamą informaciją gauti kitokiu formatu, pvz., Brailio raštu, garso įrašų ar stambiu šriftu, kreipkitės:

Jeśli potrzebują Państwo informacji od Rady Okręgu Moray w innym formacie, takim jak alfabet Braille'a,

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:

kasety audio lub druk dużą czcionką, prosimy o kontakt:

Se necessitar de receber informações por parte do Concelho de Moray num formato diferente, como Braille, cassette áudio ou letras grandes, contacte:

Ja Jums vajadzīga informācija no Marejas domes (Moray Council) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

Education & Social Care
Moray Council
High Street
Elgin
IV30 9BX

Phone: **01343 543451**

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About the Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 comes into force on April 1, 2018.

The Act recognises the immense value of the unpaid care provided to a relative, friend or neighbour by Scotland's estimated 788,000 carers.

The new legislation extends and enhances the rights of unpaid carers. It will help ensure more consistent support for carers so they can continue to care, if they so wish, whilst maintaining their own well-being and have a life alongside caring.

The Act introduces new rights to support for carers and duties for local authorities (councils) and integration authorities (Health and Social Care Moray) to provide that support.

From April 2018 local authorities and/or integrated authorities must:

- Prepare an Adult Carer Support Plan (replacing the current carers' assessment) to identify a carer's needs for support and their personal outcomes
- Provide support to the carer if their identified needs meet local eligibility criteria
- Have an information and advice service for carers covering, amongst other things, information and advice about health and well-being, emergency and future planning, advocacy, income maximisation and carers' rights.

In Moray all adult carers, whether they meet the eligibility criteria or not, will still be able to access a range of support and advice through the commissioned carers support service, currently provided by Quarriers Carer Support Service.

Who is a Carer?

The Act defines a carer as:

“an individual who provides or intends to provide care for another individual.”

An adult carer is defined as:

“a carer who is at least 18 years old (but is not a young carer).”

Support to Adult Carers in Moray

An information and advice service is free and universally available to any adult carer in Moray.

This service is commissioned by Moray Council and is currently provided by Quarriers Carer Support Service. They have an office base in Elgin and staff work throughout Moray.

Information and advice is available, free, to all carers, and can be accessed in person at the office in Elgin, by phone, by email or online.

For carers requiring more support, Quarriers offers a range of activities and opportunities, including completion of an Adult Carer Support Plan to create a personalised support package in response to identified need. Support can include: emotional support, access to learning opportunities, peer support, help with emergency and future planning, facilitating short breaks, access to a volunteer counselling programme, consultation and feedback opportunities, signposting and referral to condition-specific specialist knowledge and help and much more.

Contact Quarriers Carer Support Service (Moray) on 01343 556031 or email carersmoray@quarriers.org.uk.



The Adult Carer Support Plan

Under the legislation all adult carers have a right to an Adult Carer Support Plan (ACSP).

Quarriers will support the carer to complete their Adult Carer Support Plan. This will identify the carer's needs, personal outcomes and any agreed actions.

Personal outcomes are the goals, which if achieved, enable the carer to provide or continue to provide care for the cared-for person.

We will talk about the caring situation and any risk to the carer being able to continue caring, as well as any impact on the following areas in the carer's every day life:

- Health and wellbeing
- Relationships
- Living environment
- Employment and training
- Finance
- Life balance

We will also discuss whether the carer is willing and able to provide care, whether a break from caring is required and how that can be achieved.

The carer will receive a copy of the ACSP and a review date will be agreed.



The Local Eligibility Criteria

Each carer's needs will be measured against the criteria at Appendix 1 to determine whether the local authority, Health and Social Care Moray has a duty under the Act to provide support.

Eligibility Banding	What It Means and What Support Is Available
<p>Caring has no impact, low impact or moderate impact for the carer at the moment.</p>	<p>The local authority/Health and Social Care Moray has no duty to provide support (over and above the carer information and advice service).</p> <p>There may be no issues or a small amount of quality of life issues for the carer, but there is low risk to the carer's well-being or capacity to continue to care.</p> <p>The carer will have no current need for support or only need information, advice or training from Quarriers.</p> <p>The carer may need some input from universal health and social care services or support from services in the community or signposting to groups and activities generally available.</p>
<p>Caring has substantial or critical impact for the carer at the moment.</p>	<p>The local authority/Health and Social Care Moray has a duty to provide support.</p> <p>There is a major or significant risk to the carer's well-being or ability to continue to provide care.</p> <p>There is likely to be an urgent or immediate need for input from health and social care services.</p> <p>If the carer's needs cannot be met through information and advice from Quarriers, through support to the cared-for person or through universal services, the carer will be offered additional funded support.</p>

Under the Act we are required to review our eligibility criteria every three years. However, we will also regularly review our local arrangements.

Carer Funded Support

Each individual caring situation is different.

The exact nature of the services, activities or goods purchased or arranged will depend on the outcomes each carer identifies in their Adult Carer Support Plan.

A carer assessed as eligible for support will be offered a small personal budget. This must be used to help them improve their life in the area they have identified needs and to meet the outcomes identified in their Adult Carer Support Plan.

The carer funded support will be set at £300 per annum. This will be reviewed annually.

It will be a set, 'one off' payment over a 12 month period and will be subject to review.

The eligible carer will decide how they want to arrange their support and choose from one of the four Self-Directed Support options.

Self Directed Support (SDS):

Self-Directed Support allows people to choose how their support is provided and gives them as much control as they want. The person's individual budget can be:

1. Taken as a direct payment (cash payment)
2. Allocated to a provider – the individual chooses where the Council holds the budget but the person is in charge of how it is spent. If a third party provider is chosen to provide services, this may be subject to a charge.
3. The Council arranges a service
4. A mixture of above

We will help carers understand the SDS options and how to access their personal budget if they are eligible.

We will continue to provide carers who do not meet the eligibility threshold with preventative services, information and advice through the local carer centre, as well as signposting to other universal services that can assist them.

The Act provides that no carer should be charged for support to meet their eligible needs.

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Useful Contacts:

To ask for an Adult Carer Support Plan or to find out more about support for unpaid adult carers, contact:

Quarriers Carer Support Service (Moray)
44 High Street,
Elgin IV30 1BU.
Tel: **01343 556031** or
Email **carersmoray@quarriers.org.uk**

The Access Care Team (Tel: **01343 563999** or
Email **accesscareteam@moray.gov.uk**) can advise on
the services available to the cared-for person and can
also refer you for an Adult Carer Support Plan.

A summary of the rights for unpaid carers under the
Carers (Scotland) Act 2016 is available on the Moray
Council website.

If a carer is unhappy about any decision in relation to
the carers eligibility criteria they can make use of the
Moray Council complaints process.



Frequently Asked Questions

1. Why is the Council/Health and Social Care Moray doing this?

New Scottish government legislation called the Carers (Scotland) Act 2016 comes into force from 1 April 2018. This changes the rights carers have and means we must be clear about the level of support locally available to carers.

2. What will change and when?

From 1 April 2018, the Carers' Assessment will be replaced by a new Adult Carer Support Plan (ACSP).

There is no change to the contact points for unpaid adult carer:

- Quarriers Carer Support Service (Moray) at 44 High Street, Elgin, Moray, IV30 1BU or Tel: 01343 556031 or Email: carersmoray@quarriers.org.uk
- Access Care Team, Adult Community Care at Moray Council Annex, High Street, Elgin. Tel: 01343 563999 or Email accesscareteam@moray.gov.uk.

All carers will continue to be offered support from the commissioned carer support service (currently Quarriers). We will discuss whether you are able and willing to continue caring and will look with you at the impact your caring role has on your health and wellbeing and other areas of your life.

We will agree what supports we can offer you. Some carers whose lives are most impacted by their caring role may be eligible for additional funded support.

3. What happens if I already have a Carers Assessment?

You can continue to ask for support from Quarriers at any time.

You will already have a date agreed for review of your carer assessment. There will be no change to the support previously agreed/offered to you until your review takes place. At your review you will have a chance to discuss the new Adult Carer Support Plan (ACSP) and the new arrangements.

If you have any concerns, do not have a review date or feel your circumstances have significantly changed please contact Quarriers.

4. I am a carer and need support – can the Council help me?

Yes. All adult carers can continue to contact the free, carer support service funded and commissioned by Moray Council, currently provided by Quarriers. Quarriers will offer you an ACSP which will describe your caring situation, your needs and will help us determine the support available to help you continue caring, if you wish to do so. They offer a range of tailored support. We understand that some carers are very able and may only require a "light touch" such as information and advice, while other carers may have more complex needs.

5. I don't know what level of need I have – how can I find out?

Every carer is different. Contact Quarriers and they will be happy to discuss this further with you. An Adult Carer Support Plan will help you identify the needs you have.

6. Do I qualify for help under the eligibility criteria?

We look at the impact your caring role has on your health and wellbeing and other areas of your life and whether you are able and willing to continue caring.

Appendix 1 sets out the "indicators" (the areas of your life as a carer) we will look at to decide if you are eligible for additional funded support. We will only provide funded support to carers whose lives are most impacted by their caring role.

The decision about whether you are eligible for funded support will be made by Adult Services (the Moray Council/Health and Social Care Moray). You will be notified in writing about whether or not you are eligible for funded support once your ACSP has been reviewed.

7. What if my needs and situation changes?

If your circumstances change or you experience increased difficulties in your caring role we will reassess your needs. Contact Quarriers Care Support Service or the Adult Community Care Access Team.

8. What happens if I am a new carer or I have not had carer support before?

You can contact Quarriers direct and ask for an Adult Carer Support Plan. You can also telephone the Adult Community Care Access Care Team who can also make a referral for you.

All new carers will be offered an ACSP and follow the new eligibility criteria arrangements.

9. What happens if my needs do not meet the local eligibility criteria?

You can still get information, advice, support and training from Quarriers.

We may also signpost you to support available in your local community or support available from health and social care or council services.

10. What is the amount of carer funded support I will receive if I meet local eligibility criteria?

£300 per year - it is a "one-off" set amount. This amount is set locally and will be reviewed annually by Adult Services.

There is no recurring funded support. It will be determined annually with a review of your eligibility.

11. What can I use my carer funded support (SDS) for? What are the "rules"?

You can only use your funded support or personal budget to meet the specific outcomes set out in your ACSP.

You will receive written confirmation that you are eligible and details of the SDS options to help you choose your preferred method to access your personal budget. The letter you receive will advise you further and will also provide information about any charges should you ask a provider to arrange services for you.

12. I have received funded support but my needs have reduced – will I need to give back the personal budget?

You may be required to return unused funding in some circumstances. Please contact the Moray Council Self Directed Support Team who will advise you further.

13. The person I care for already receives SDS – will my carers funded support affect this?

No.

14. I already receive SDS for my own health and social care needs - will my carers funded support affect this?

No.

15. I am not happy with the decisions made – how do I complain?

You can use the Adult Services complaints process. Details about who to contact will be in the letter you receive from Adult Services.

Appendix 1 : The Local Eligibility Criteria

Each carer's needs will be measured against the criteria below to determine whether the local authority/Health and Social Care Moray has a duty under the Act to provide support and what support we will offer.

	The carer can receive support through universal services and the local carer support service (Local authority has no duty to support over and above the carer information and advice service)			Duty on local authority to provide support for carer via Self Directed Support (in addition to support from carer service and universal services)		
Indicators	CARING HAS NO IMPACT	CARING HAS LOW IMPACT	CARING HAS MODERATE IMPACT	CARING HAS SUBSTANTIAL IMPACT	CARING HAS CRITICAL IMPACT	
Health & Wellbeing	Carer in good health Carer has good emotional wellbeing.	Carer's health beginning to be affected Caring role beginning to have an impact on emotional wellbeing	Carer's health at risk without intervention Some impact on carer's emotional wellbeing	T H R E S H O L D	Carer has health need that requires attention Significant impact on carer's emotional wellbeing	Carer's health is breaking/has broken down Carer's emotional wellbeing is breaking/has broken down
Relationships	Carer has a good relationship with the person they care for and is able to maintain relationships with other key people in their life.	Carer has some concerns about their relationship with the person they care for and/or their ability to maintain relationships with other key people in their life.	The carer has identified issues with their relationship with the person they care for that need to be addressed and/or they find it difficult to maintain relationships with other key people in their life		The carer's relationship with the person they care for is in danger of breaking down and/or they no longer are able to maintain relationships with other key people in their life	The carer's relationship with the person they care for has broken down and their caring role is no longer sustainable and/or they have lost touch with other key people in their life
Living Environment	Carer's living environment is suitable posing no risk to the physical health and safety of the carer and cared for person.	Carer's living environment is mostly suitable but could pose a risk to the health and safety of the carer and cared for person in the longer term	Carer's living environment is unsuitable but poses no immediate risk.		Carer's living environment is unsuitable and poses an immediate risk to the health and safety of the carer and/or cared for person.	Carer's living environment is unsuitable and there are immediate and critical risks to the health and safety of the carer and/or cared for person.

	The carer can receive support through universal services and the local carer support service (Local authority has no duty to support) over and above the carer information and advice service			Duty on local authority to provide support for carer via Self Directed Support (in addition to support from carer service and universal services)		
Indicators	CARING HAS NO IMPACT	CARING HAS LOW IMPACT	CARING HAS MODERATE IMPACT	CARING HAS SUBSTANTIAL IMPACT	CARING HAS CRITICAL IMPACT	
Employment & Training	<p>Carer has no difficulty in managing caring and employment and/or education</p> <p>Carer does not want to be in paid work or education</p>	<p>Carer has some difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the long term</p> <p>Carer is not in paid work or education but would like to be in the long term</p>	<p>Carer has difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the medium term</p> <p>Carer is not in paid work or education but would like to be in the medium term</p>	T H R E S H O L D	<p>Carer has significant difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the short term.</p> <p>Carer is not in paid work or education but would like to be soon.</p>	<p>Carer has significant difficulty managing caring and employment and there is an imminent risk of giving up work or education.</p> <p>Carer is not in paid work or education but would like to be now.</p>
Finance	<p>Caring is not causing financial hardship e.g. carer can afford housing cost and utilities</p>	<p>Caring is causing a risk of financial hardship e.g. some difficulty meeting housing costs and utilities</p>	<p>Caring is causing some detrimental impact on finances e.g. difficulty meeting either housing costs OR utilities</p>		<p>Caring is having a significant impact on finances e.g. difficulty meeting housing costs AND utilities</p>	<p>Caring is causing severe financial hardship e.g. carer cannot afford household essentials and utilities, not meeting housing payments</p>
Life Balance	<p>Carer has regular opportunities to achieve the balance they want in their life.</p> <p>They have a broad choice of breaks and activities which promote physical, mental, emotional wellbeing</p>	<p>Carer has some opportunities to achieve the balance they want in their life.</p> <p>They have access to a choice of breaks and activities which promote physical, mental, emotional wellbeing</p>	<p>Due to their caring role, the carer has limited opportunities to achieve the balance they want in their life.</p> <p>They have access to a few breaks and activities which promote physical, mental, emotional wellbeing</p>		<p>Due to their caring role, the carer has few and irregular opportunities to achieve the balance they want in their life.</p> <p>They have little access to breaks and activities which promote physical, mental, emotional wellbeing</p>	<p>Due to their caring role, the carer has no opportunities to achieve the balance they want in their life.</p> <p>They have no access to breaks and activities which promote physical, mental, emotional wellbeing</p>



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