

## Social Work Scotland Response to the Scottish Government Consultation on the Carers' Charter

### Question 1:

**Is the information presented in Chapter 1 – “Am I a carer?” clear? Please indicate in the comments box any information that should be added, removed, or particular parts of the chapter which would benefit by being presented differently.**

- It should make clear that you are not a carer if you are paid to care.
- The charter should make clear that foster carers are excluded from the meaning of carers

### Question 2

**Is the information presented in Chapter 2 – “Adult carer support plan” clear? Please indicate in the comments box any information that should be added, removed, or particular parts of the chapter which would benefit by being presented differently.**

Social Work Scotland notes that the term ‘personal outcomes’ is defined in the glossary but it is not plain English. The charter should simply state that an adult support plan will contain ‘what would make a difference to you to help you carry out your caring role’.

The Charter should simply state ‘you will get a copy of the adult carer support plan as will any other person you request’. The language currently sounds very bureaucratic, and paternalistic. The circumstances in which an adult carer would not get a copy of the plan would be very rare indeed.

The Charter should be developed with carers where the language can be tested in order to get the tone and content as clear as possible.

### Question 3

*Is the information presented in Chapter 3 – “Young carer statement” clear? Please indicate in the comments box any information that should be added, removed, or particular parts of the chapter which would benefit by being presented differently.*

The current language is bureaucratic and not accessible for a young person. It might be better to produce a separate charter for this specific group. It would be helpful to have the Charter easily available via social media for young people and therefore a more concise version amenable to this would be helpful. It is vital that young carers are involved in the drafting of wording of the charter.

Suggested improvements in the language for consultation with young people are -

*A social worker, or another professional, will talk to you about being a young carer. Based on what you have said, and your views, they will write a ‘young carer statement’.*

*The young carer statement will help you do things you would like to do **and** help with your caring role. It will say*

- *What care you want to provide*
- *If the care is appropriate for as a young carer*
- *If your caring affects you in any way, for example your health or education*
- *What things would make a difference to you to help you carry out your caring role*
- *What help would make a difference for you to do other things that you would like to do (e.g. going to clubs or out with friends).*
- *What help and support there is for you in your local area*
- *What support you are going to get*

*It is important that the right person talks to you about being a carer and your young carer statement and this will be discussed with you. It might be a teacher, a health professional or someone else who supports you.*

It should simply state ‘you will get a copy of the young carer statement as will any other person you request’.

**4) Is the information presented in Chapter 4 – “Support as a carer” clear? Please indicate in the comments box any information that should be added, removed, or particular parts of the chapter which would benefit by being presented differently.**

The language of local eligibility criteria is not accessible for most young people. A separate charter may be better for young people which reflects their needs. It needs to be shortened considerably if young people are going to read it.

Some suggested re-wording is below but this needs to be drafted with the participation of young people. The re-wording should also be considered for adult carer support plans:

*The young carer statement will identify your needs as a carer.*

*People will talk to you about what support you think will help you and the person you are caring for.*

*You will always be given advice and sometimes you will get extra support, for example breaks from caring if you want this.*

*You will have as much control and choice as possible over the support you need.*

**5) Is the information presented in Chapter 5 – “Carer involvement in services” clear? Please indicate in the comments box any information that should be added, removed, or particular parts of the chapter which would benefit by being presented differently**

It is necessary to define ‘health board’. Most people are familiar with simply referring to the ‘NHS’.

It would be useful to say what the local carer strategy is.

Social Work Scotland does not know what the sentence 'It also includes planning services for people being cared for where those services are related to the care that carers provide' actually means.

Suggested re-wording for (a)

*Your local authority and health board (the NHS in your area) must 'take such steps as they consider appropriate' to involve carers and carer representatives in the planning and evaluation of services that support carers.*

*Your local authority has to produce a 'local carer strategy' and has to involve carers in drawing this up. The strategy covers the planning of services for carers.*

**6) Is the information presented in Chapter 6 – "Hospital discharge" clear? Please indicate in the comments box any information that should be added, removed, or particular parts of the chapter which would benefit by being presented differently**

The statement 'Note that the requirement to involve carers in hospital discharge only applies in circumstances where the cared for person is likely to require care from the carer after they have been discharged' should be removed. It is not always clear cut as to whether a person is likely to require care and the language is contrary to the intentions of the Act to involve and value carers.

**7. Are there any rights of carers under the Carers (Scotland) Act 2016 not captured in this draft of the charter that should be included?**

What rights carers have to have the statement/carers support plan reviewed.

A separate charter for adult carers and young carers would better reflect the needs of each group. A Charter for younger children and also young adults would be helpful.

The charter should be developed with participation of young carers and carers to ensure the language is appropriate and fit for purpose.

A suggested model for the young carers charter might be the charter for protection children and young people (<http://www.gov.scot/Resource/Doc/1181/0008817.pdf>) which is accessible and short.

The Charter should advise carers of the General Data Protection Regulations that will come into force in May 2018 and what this means for the managing of the personal data.