



The Moffat Project

Preventing Crisis for Carers

Generously supported by

**THE
MOFFAT
CHARITABLE
TRUST**

The Princess Royal Trust for Carers

- 1991 – Founded by HRH The Princess Royal
- Largest provider of comprehensive carers' support services in UK
- Network of 138 Carers' Centres

Who is a Carer?

- A **carer** is someone who, without payment provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.
- A **young carer** is a child or young person under the age of 18 carrying out significant caring tasks and assuming a level of responsibility for another person which would normally be taken by an adult.

Taking on a Caring Role Can Mean Facing:

- Poverty
- Isolation
- Frustration
- Ill Health
- Loss of freedom and choice

Scottish Executive commitment to carers

Support for carers has rightly become an important policy area in Scotland. In some ways, Scotland is ahead of other parts of the UK when it comes to developing services for carers, and the Scottish Executive has been responsible for a number of policies developed to support Scotland's unpaid carers.

- **Delayed Discharge Action Plan published in 2002**
- **Community Care and Health (Scotland) Act 2002**
Duty placed on Local Authorities to carry out Carer's Assessments
- **Care 21 Report published in 2006**
Core principle: "Recognition and respect for unpaid carers as key partners and providers in the planning, design and delivery of care."
- **Carer Information Strategies Guidance published in 2007**
Carers to be informed of their right to an assessment and offered relevant information at every key stage in the patient/carer journey, one of which is hospital discharge.

Supported to Care? Carers' Views of Services

A Joint Project between The Princess Royal Trust for Carers, Crossroads Scotland and the School of Health and Social Care at Glasgow Caledonian University

Funded by the Scottish Executive

- 41% of the carers in this study would have liked to have received services earlier than they did.
- Only 48% of the respondents had received information from a health or social care professional to support them as a carer.
- 60% of the participants in this study received *no* training to support them in their caring role.
- Over 70% of the respondents identified at least one negative health impact related to their caring.

Moffat Project

- £1 million donation for 2-year pilot project
- 4 pilot sites identified:
 - NHS Ayrshire and Arran
 - NHS Borders
 - NHS Greater Glasgow and Clyde
 - NHS Lothian
- Glasgow Caledonian University

Carers' Statistics – Scotland's Census 2001

	Total providing unpaid care	% providing weekly care		
		1-19 hours	20-49 hours	50+ hours
Scotland	481,579	63.46%	12.52%	24.02%
Ayrshire and Arran	37,325	60.94%	13.12%	25.95%
Borders	9,172	68.70%	10.50%	20.80%
Greater Glasgow	87,609	59.82%	13.63%	26.55%
Lothian	71,040	66.84%	11.25%	21.91%

Project Aim

The Moffat Charitable Trust “Preventing Crisis for Carers” project has been established to enable Princess Royal Trust for Carers centres to work with their local statutory partners, and other carers’ centres within their health board, to identify carers at the earliest possible stage and promote the development of good working practices around processes such as hospital discharge planning and carers’ assessments. The aim is to prevent carers reaching crisis point by promoting and facilitating the development of robust local working practices and protocols, with carers at the very heart as key partners.

Project Objectives

- Moffat project staff, health and social care professionals work jointly to identify and support carers
- Carers are identified at their first point of contact with services
- Carers are advised of their right to and offered a carer's assessment
- Carers are consulted and actively involved in discharge planning processes at an early stage
- Health and social care professionals provide appropriate information and refer carers to local support services
- Local strategies for the development and delivery of expert carer training will be implemented

Core Outputs

- Carers will be identified and offered support at an early stage
- The person being cared for will benefit from having a carer who is more able to cope with them at home
- Hospital discharges will be safer and more sustainable, less likely to result in short-term readmission to hospital
- Health and social care professionals will become more confident in supporting carers
- Carers will have improved access to meaningful carer's Assessments
- Identification and recording of unmet need will result in services improving and become increasingly carer-led
- Carers' access to Expert Carer Training will increase sustainability of the caring role beyond the point of hospital discharge

Benefits of Moffat Project

- Promotes integrated joint working between Health, Local Authority and Carers' Centres
- Fits with the local Carers' Information Strategy
- Ties into current Scottish Executive policy priorities
- Demonstrates joint work between Health and Local Authorities at both strategic and operational levels
- Builds on existing experience and good practice
- Provides robust evidence that can be rolled out

Borders Carers Centre within NHS Borders

- The carers centre has been operating in the Borders since 1995 and is the only carers' organisation in the area. The Scottish Borders has a population density of 23 per square km, making it one of the most sparsely populated areas in Scotland.
- The Moffat project at Borders Carers Centre will work closely with Borders General Hospital to provide and promote information, training and carer's assessments.

Borders Moffat Staff:

- The Carers' Liaison Worker will focus on setting up protocols with health and social work around discharge and assessments and will also feed into the planning of current and new service delivery.
- The Training Officer will focus on establishing on-going training for professionals, with input from carers. This will develop understanding of carers' issues and ensure long term improvements in identification and support for carers.
- The Administrator's job will have an information element to ensure that good quality information is available to carers and professionals alike.

East Ayrshire Carers Centre within NHS Ayrshire and Arran

East Ayrshire Carers Centre has been operational for 11 years. It currently supports over 4000 adult carers and more than 400 young carers via their 4 project sites across the local authority area of East Ayrshire. These carers have been identified as a result of a number of hidden carer initiatives. Two of the most successful have been their 'GP Initiative' and 'Hospital Discharge Initiative'

East Ayrshire Moffat Staff

- The Moffat Project will build on the good practice which has been established through previous initiatives.
- 3 full-time Carer Support Workers will be tasked with developing the Hospital Discharge Initiative in all of the general and community hospitals within NHS Ayrshire and Arran.
- They will work closely with both primary and acute staff to develop referral pathways, and will work hard to develop links with both hospital and community based social workers to improve the uptake of, and assist with the delivery of, carer's assessments.

Glasgow Carers Centres' Partnership within NHS Greater Glasgow and Clyde

This is a partnership project between Glasgow South East, Glasgow West, Glasgow North, Glasgow North East, Greater Pollok and Renfrewshire Carers Centres providing a strategic approach to:

- Provide an awareness raising implementation plan incorporating carers awareness training for health and social care staff
- Provide a range of information for carers in acute settings
- Encourage early identification of carers and partnership working using a person centred approach
- Promote acknowledgement of carers as partners in the delivery of care in the community

Greater Glasgow Moffat Staff

Carers Information Workers have been recruited to work on the following sites:

- Victoria Infirmary, Mansionhouse Unit, Southern General Hospital, Leverndale Hospital, Stobhill Hospital, Drumchapel Hospital, Royal Alexandra Hospital and Glasgow Royal Infirmary's Accident and Emergency Department.

They will work within 4 main care groups:

- Medicine for the elderly
- Palliative care (services for people with life threatening conditions other than cancer)
- Physical disability rehabilitation services
- Mental health in-patient services

Lothian Carers Centres' Partnership within NHS Lothian

This is a joint application by the 3 carer organisations in Lothian region:

- VOCAL which covers the City of Edinburgh and Midlothian
- Carers of East Lothian (CoEL) which covers East Lothian
- Carers of West Lothian (CoWL) which covers West Lothian

Objectives

- To strengthen partnership working between NHS Lothian, local authority social care departments, the three Lothian carers' organisations and carers.
- To strengthen policies and procedures, and deliver improved practice and outcomes of carer support in hospital discharges and carer's assessments.

Lothian Moffat Staff

- **Hospital Discharge, prior to discharge (based with CoWL)**
Post will operate within the hospital wards and discharge lounges at St. John's Hospital and the Royal Infirmary of Edinburgh, working collaboratively with hospital social work and occupational therapy teams.
- **Hospital Discharge, immediately after discharge (based with VOCAL)**
Post will operate within community based multi-disciplinary discharge teams, working collaboratively with health and social care and occupational therapy teams in Edinburgh. A significant focus will be on long-term condition management and self care support.
- **Single Shared Assessment/Carers Assessment (based with CoEL and VOCAL Midlothian)**
Post will work within nursing and social work teams, both carrying out carer's assessments and assisting health and social work practitioners with carer's assessments.