

Clackmannanshire & Stirling

Carer Support Framework

(Carers Eligibility Criteria)

2023 - 2026

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1. Carers Act context

Clackmannanshire and Stirling Health and Social Care Partnership (HSCP) endeavour to support all unpaid carers¹ in partnership with providers of carers support organisations, carer representatives and wider third sector partners working to support carers. The focus is on having good conversations and asking you as a carer what you need to improve your life as well as what support you require to continue in your caring role.

Health and Social Care Partnerships have a duty under the Carers (Scotland) Act 2016 to set out and publish a local eligibility criteria for carers which is determined by criteria and the impact thresholds. This Carer Support Framework aims to be outcome focussed and is Clackmannanshire and Stirling HSCP's promise whereby all carers can access support who are impacted by their caring role. This is possible by working in collaboration with key partners and HSCP funded organisations, increasing the support available for you as a carer.

This endorses a preventative and community approach for carers to access universal services, while applying priorities of support to access adult or children services for the most impacted by their caring role. Primarily, adult or children services will be required when replacement care is needed for the cared for person to enable you as the carer a break, creating the conditions for a break to take place. Recognising that the impact of a caring role can change, therefore it is important for you as a carer to contact those services that support you to tell them of any changes in your caring role.

Our collective aim across Clackmannanshire and Stirling is to enable people to live full and positive lives within supportive communities by working together and promoting wellbeing. Ensuring that care and support is person-centred, based on fairness, respect, equality, dignity, and autonomy.

Clackmannanshire and Stirling HSCP is committed to treating all people equally and with respect whatever their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We aim to design our activities, services and decision making processes specifically to encourage and support participation from people with protected characteristics and those living in disadvantaged social and economic groups.

¹ Unpaid carers are those that provide care to a family member, relative, friend or neighbour out with a work contract or as voluntary work regardless of whether they are in receipt of welfare benefits, pensions or income from other types of employment.

2. Carers rights and Self-directed Support

The Carers charter sets out your rights as a carer in or under the Carers (Scotland) Act 2016. More information about the Carers charter can be viewed at [Carers' charter - gov.scot \(www.gov.scot\)](http://www.gov.scot/publications/carers-charter/pages/1-1-introduction.aspx)

These rights are;

- to access local information and advice services,
- to be informed and to share your views when the person you care for is being discharged from hospital,
- to access support that meets your assessed eligible need, which may include a break from caring,
- to be consulted on services that affect you and the person you care for, and to be involved in the planning and evaluation of services that support you, including the local carer strategy,
- to be offered an Adult Carer Support Plan or Young Carer Statement, if you accept, this must be prepared in a way that sets out your personal outcomes, identified needs and the support required to meet your needs.

The Adult Carer Support Plan, or Young Carer Statement, aims to support your health and wellbeing.

The person who helps you to complete your Plan depends on your access route which may be a self-referral to the local Carers Centre or may be offered by the local authority at the point of assessment for the person you care for.

Each service will work with you to assess the impact the caring role is having on you, as well as identifying what support you need. Both these elements will then determine who will provide the support you require however agencies will work in partnership to achieve the appropriate supports.

Your support is based on an assessment of your needs to determine your outcomes and will be directed by you. In other words, where it is identified that your caring role is substantially impacting on you, and support is required from adult or children's services, the Self-directed Support options will be offered to you, these are detailed below and defined within the Social Care (Self-directed Support) (Scotland) Act 2013.

Providers of carer support and third sector organisations may also offer you support in a more informal way. For example, the Carers Centre may offer a small budget to arrange what you need to give you a break from caring, or they may arrange this support on your behalf. This will be agreed by you and the person discussing your support options to ensure your support is personal based on your needs as a carer.

The four options of Self-directed Support are:

Option 1:

The making of a direct payment by the local authority to the person requiring support for the provision of support;

Option 2:

The selection of support by the person requiring support, the making of arrangements for the provision of it by the local authority on behalf of the person requiring support and, where it is provided by someone other than the authority, the payment by the local authority in respect of the cost of that provision;

Option 3:

The selection of support for the person requiring support by the local authority, the making of arrangements for the provision of it by the authority and, where it is provided by someone other than the authority, the payment by the authority of the relevant amount in respect of the cost of that provision; or

Option 4:

The selection by the person requiring support of combinations of Options 1,2 and 3 and, where it is provided by someone other than the authority, the payment by the local authority of the relevant amount in respect of the cost of the support.

Source: [Social Care \(Self-directed Support\) \(Scotland\) Act 2013: statutory guidance \(www.gov.scot\)](#)

3. You are a carer...

If you help to look after a partner, child, relative or friend who needs your help due to disability, illness, frailty or substance use.

Registering as a carer is important to enable a variety of support options that can help you to continue your caring role, should you wish to do so, please contact your local Carers centre to register (see section 8 for contact details).

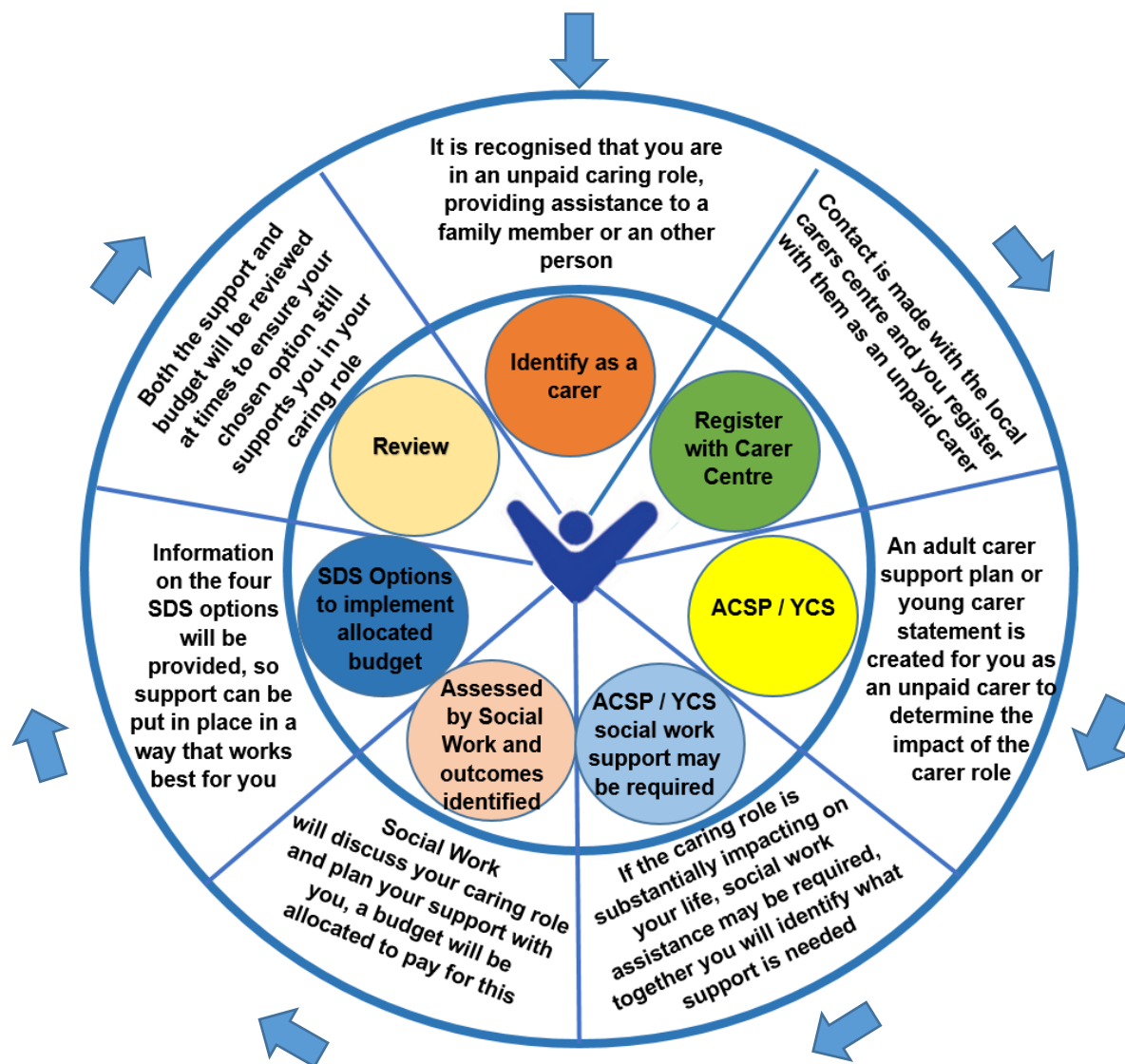
By registering you will be able to access supports such as;

- Carers support groups, peer support and making connections;
- Short breaks and respite;
- Income maximisation and benefits support;
- Hospital based carer support;
- Training and employment support;
- Access to the Forth Valley Carers Card

As well as being an equal partner in care where your views are considered and you are more involved in decisions affecting you and the person you care for.

Your support needs as identified in your Adult Carer Support plan or Young Carer Statement can be met in many ways with these being identified during the assessment and support planning process. This may include providing support or additional supports for the person you care for, in agreement with you and the person you care for. It may also require existing supports for the person you care for to be delivered differently. Many supports can be provided within the community and through community health and social care services with many interventions capable of reducing the impact the caring role is having on you.

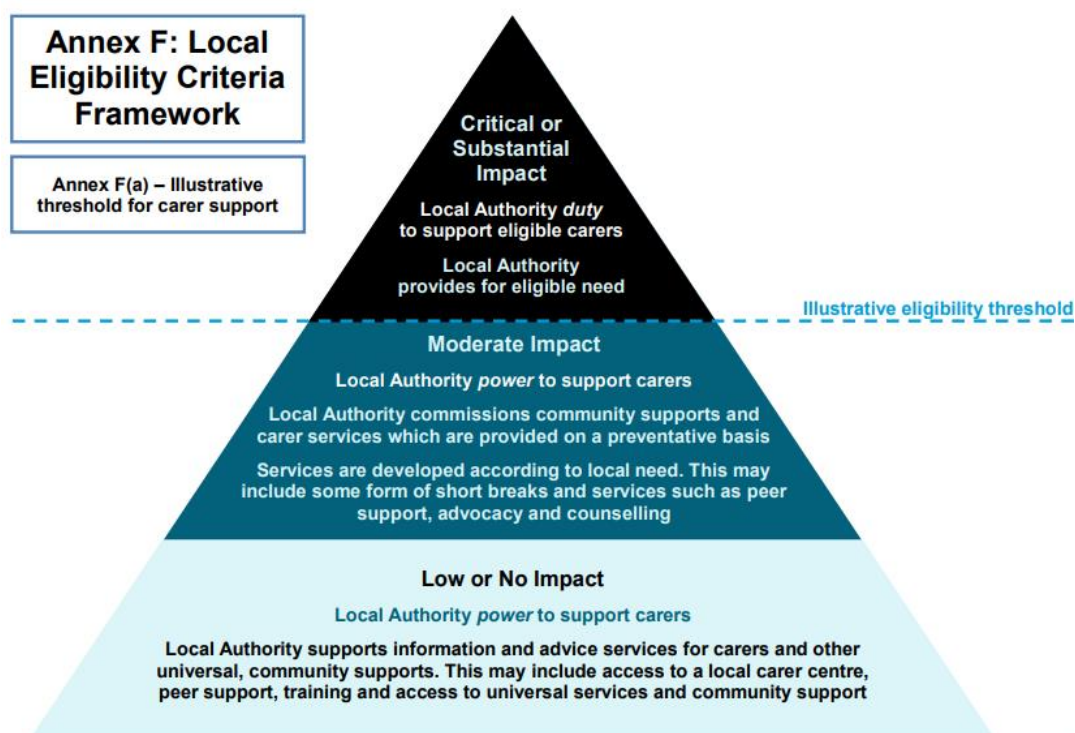
4. Pathway to support



Adapted from Self-directed Support ILA Forth Valley handouts (2023)

5. Determining the impact of the caring role and associated risk

To help you consider the impact that the caring role may be having on you as a carer, the Carers (Scotland) Act 2016 Statutory Guidance (www.gov.scot), Annex F(a) summarises the best way to apply eligibility for carers and illustrates the thresholds of where eligibility sits in terms of wider carer support.



As a carer, if you are impacted moderately in your caring role there are many support organisations funded by Clackmannanshire and Stirling HSCP to provide you support on a preventative basis as well as a list of universal supports for you to explore. (see section 9 and 10 for details). However, if you are substantially or critically impacted by your caring role, the person you care for may require additional care to support you and reduce the impact your caring role is having on you.

You may also care for more than one person therefore the care and support that those you care for receive may need increased to reduce the impact the multiple caring role is having on you. The table below may help you as a carer to consider this.

Estimated Carer Impact	Carer views on the care and support currently provided for those they care for
Critical Impact / Risk	The person I care for receives no other care or/and supports from other services, I am the only support they have and I feel they need more care or/and supports from other services to assist them and reduce the impact the caring role is having on me
Substantial Impact / Risk	The person I care for receives care or/and supports from other services, I feel these are adequate but more is likely to be required to assist them and to reduce the impact the caring role is having on me
Moderate Impact / Risk	The person I care for receives adequate supports from other services, these assist the person I care for and help me in providing care
Low Impact / Risk	The person I care for receives many supports or/and care from other services, these assist the person I care for and enables me to provide care when I can

6. Carer Support Framework

The Carer Support Framework is the tool that those assessing your needs use to determine the impact and risk your caring role has on you. This has been adapted from Carers (Scotland) Act 2016 Statutory Guidance (www.gov.scot), annex F(c) to include the types of support you can access and looks at each element of your health and well-being as defined by the indicators set out in the National health and wellbeing outcomes framework (www.gov.scot) these were established based on work progressed by the National Carer Organisations, involving carers in the development.

	UNIVERSAL SUPPORT Carer can receive support through preventative or community support and services			COMBINATION Carer / Cared for may receive a combination of universal support and care from Adult / Children Services	CARE and SUPPORT from ADULT / CHILDREN SERVICES Carer / Cared for may receive a combination of universal support and care from Adult / Children Services
	Caring has no impact NO RISK	Caring has low impact LOW RISK	Caring has moderate impact MODERATE RISK	Caring has substantial impact SUBSTANTIAL RISK	Caring has critical impact CRITICAL RISK
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.	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.	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.
Employment & Training	Carer has no difficulty in managing caring and employment and/or education. Carer does not want to be in paid work or education.	Carer has some difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the long term. Carer is not in paid work or education but would like to be in the long term.	Carer has difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the medium term. Carer is not in paid work or education but would like to be in the medium term.	Carer has significantly difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the short term. Carer is not in paid work or education but would like to be soon.	Carer has significant difficulty managing caring and employment and/or education and there is an imminent risk of giving up work or education. Carer is not in paid work or education but would like to be now.
Finance	Caring is not causing financial hardship e.g. carer can afford housing cost and utilities.	Caring is causing a risk of financial hardship e.g. some difficulty meeting housing costs and utilities.	Caring is causing some detrimental impact on finances e.g. difficulty meeting either housing costs OR utilities.	Caring is having a significant impact on finances e.g. difficulty meeting housing costs AND utilities.	Caring is causing severe financial hardship e.g. carer cannot afford household essential and utilities, not meeting housing payments.
Life balance	Carer has regular opportunities to achieve the balance they want in their life.	Carer has some opportunities to achieve the balance they want in their life.	Due to their caring role, the carer has limited opportunities to achieve the balance they want in their life.	Due to their caring role, the carer has few and irregular opportunities to achieve the balance they want in their life.	Due to their caring role, the carer has no opportunities to achieve the balance they want in their life.
Future Planning	Carer is confident about planning for the future and has no concerns about managing caring.	Carer is largely confident about planning for the future but has minor concerns about managing caring.	Carer is not confident about planning for the future and has some concerns about managing caring.	Carer is anxious about planning for the future and has significant concerns about managing caring.	Carer is very anxious about planning for the future and has severe concerns about managing caring.

Those assessing your needs when determining eligibility for funded services are encouraged to recognise that the health and wellbeing indicators should be explored in relation to one another rather than in isolation as there may be an overlap of two or more indicators. For example, discussing the impact of insufficient household income in relation to the effect financial hardship can have on emotional health and wellbeing. Similarly, having a life alongside caring, may be affected by the cumulative impact of the caring role in several areas of your life as a carer. Source: Carers (Scotland) Act 2016 Statutory Guidance (www.gov.scot), annex F(c)

Impact definitions for the purposes of the above table

Critical	You feel the caring role is having a critical impact on you. You are finding it extremely difficult to sustain your caring role unless immediate support is provided. You do not have a healthy life balance at all. Urgent or immediate support is likely required to support you in your caring role
Substantial	You feel the caring role is having a substantial impact on you. You have difficulties in sustaining your caring role without support. You mostly do not have a healthy life balance. Relatively urgent support is likely to be required to support you in your caring role.
Moderate	You feel the caring role is having a moderate impact on you. You are beginning to find it difficult to sustain some parts of your caring role and would need support to prevent the difficulties from escalating. Preventative supports to avoid the difficulties escalating is likely required to support you in your caring role.
No/Low	You feel the caring role has little or no impact on you. Your ability to sustain your caring role is unaffected. Information and advice, or access to some universal or preventative supports may be required to sustain this and prevent the impact of the caring role from getting worse.

7. How to meet your identified needs as a carer

This table provides examples of support that can be provided to meet your needs as a carer

Type of support	Illustrative Examples
General services – signposting, information and advice	Information and/or advice on: Carers' rights including self-directed support Education and training Income maximisation Carer advocacy Health and wellbeing Bereavement support Care planning Self-management / self-care
Other general services	Leisure centres / Libraries / Art galleries Community transport Lunch clubs / Youth clubs / Gardening clubs / Walking clubs Education services Local support groups On-line supports
Services or assistance to the person you care for	Care at home Technology enabled care Equipment and adaptations Mental health services Medicine management Support to access activities for disabled children

Source: [Carers \(Scotland\) Act 2016 Statutory Guidance \(www.gov.scot\)](http://www.gov.scot)

8. Additional information and contact details

Additional information you may find useful. You can access these by clicking on the links underlined.

[Carers \(Scotland\) Act 2016 Statutory Guidance \(www.gov.scot\)](http://www.gov.scot)

[Carers \(Scotland\) Act 2016 \(legislation.gov.uk\)](http://legislation.gov.uk)

[Social Care \(Self-directed Support\) \(Scotland\) Act 2013: statutory guidance - gov.scot \(www.gov.scot\)](http://www.gov.scot)

[Social Care \(Self-directed Support\) \(Scotland\) Act 2013 \(legislation.gov.uk\)](http://legislation.gov.uk)

[Clackmannanshire and Stirling HSCP \(clacksandstirlinghscp.org\)](http://clacksandstirlinghscp.org)

Contact details

Contact details	Clackmannanshire locality	Urban Stirling locality	Rural Stirling locality
Mobilise (on-line and carer support) www.mobiliseonline.co.uk/clackmannanshire-and-stirling			
Falkirk & Clackmannanshire Carers Centre https://centralcarers.org/ Tel; 01324 611510 Email; centre@centralcarers.co.uk		Stirling Carers Centre https://www.stirlingcarers.co.uk/ Tel; 01786 447003 Email; info@stirlingcarers.co.uk	
Citizens Advice Bureau (Unpaid Carers Project) https://www.stirlingcab.org.uk/services/unpaid-carers-project Tel; 01786 470239			
Short Breaks Bureau Email; shortbreaksbureau@stirling.gov.uk			
Enquiries for cared for person only Clackmannanshire adult social care services https://clacksandstirlinghscp.org/find-a-service/ Tel; 01259 450000		Enquiries for cared for person only Stirling adult social care services Council https://clacksandstirlinghscp.org/find-a-service/ Tel; 01786 404040	
Self-directed Support ILA Forth Valley https://sdsforthvalley.org/ Tel; 01324 508794 Email; info@sdsforthvalley.org			

9. Commissioned support for carers

Some of the organisations below have been commissioned for some time however further arrangements have been put in place to extend support to Carers as from April 2024. See section 8 for relevant contact details.

- Mobilise – On-line Carer Support
- Falkirk and Clackmannanshire Carers Centre
- Stirling Carers Centre
- Citizen's Advice Bureau – Carer Specific Project
- Self-directed Support Forth Valley

10. List of Universal Services / Carer Support Pack

To access a list of services across Clackmannanshire and Stirling HSCP area please visit the carers page on the website to access the Carer Support Pack by following the link below.

[Clackmannanshire and Stirling HSCP – Carers \(clacksandstirlinghscp.org\)](https://clacksandstirlinghscp.org)

With thanks to all those that contributed to the development of this Carer Support Plan during the consultation process.