





Working alongside Partner Organisations in particular the various Carer's Centres throughout Argyll and Bute we propose to provide preventative support. This will become the norm and form a firm part of our policies and practice. The Framework along with the agreed Eligibility Criteria will create a fair and transparent process which will determine the thresholds for eligible supports carers with different needs will be able to access. Throughout the process all carers will be treated equally in accessing supports and services identified as part of their needs.

Assessment is the process we use to gather information to determine the eligible needs of individual carers. The supports identified during the assessment should identify steps to prevent deterioration in the carer's physical, mental health or their caring situation.

In using the Eligibility Criteria and Framework defining clear personal outcomes for carers at different levels of support will benefit carers from accessing both preventative and intensive support will be outcome focused.

Staff will work jointly with carers to complete a personal Adult Carer Support Plan or Young Carer Statement (ACSP/YCS) that identifies their individual needs and personal outcomes. These will then be assessed in line with the agreed local eligibility criteria to ensure that the right level of support is delivered at the right time. All questions during the assessment about needs and outcomes will have a clear purpose for carers.

A carer will retain the right to decline providing information and may also decline any support services which are subsequently identified as part of the completion of the ACSP/YCS whether the carer meets the Eligible Criteria or not.

The information which will be explored as part of the constructing of the ACSP/YCS will cover or provide advice or information regarding issues such as emergency plans or future care planning. In addition to information where a carer meets the threshold for statutory support from Argyll and Bute HSCP breaks from their caring role may be available. In addition to support services for carers, advocacy should be offered whether that be from formal advocacy support services or from family and friends, ensuring carers know where to go for help. Income maximisation and carers' rights



By means of the Carers (Scotland) Act, Argyll and Bute HSCP have a duty to support carers who meet the threshold of the eligibility criteria framework. This process which forms the framework can be broken down into four steps:

**Step One**

A carer who is identified and is offered, accepts or wishes to access support can request an ACSP/YCS.

This will involve conversations with the carer to jointly assess their caring situation, exploring their needs and personal outcomes and identify how best these supports can be achieved.

Not all carers who are initially assessed will have an eligible need, however, many carers will still be able to access universal and/or preventative services through the Carers Centres. In addition carers may be signposted to specific information and or advice centres within Argyll and Bute.

**Step Two**

Once the assessment is complete the carer's outcomes and actions will be identified in their ACSP/YCS. The framework for eligibility criteria will identify the level of support the individual carer may access.

**Step Three**

Based on the carer's eligibility, together with the carer decisions will be made in relation to what level of support the carer may be able to access.

**Step Four**

Once the level of support has been agreed, the carer will then decide how they would prefer to arrange their support and choose from the four self-directed support options. Carers will be involved in each stage of the process and in all decision making. A review date will be set at this point.

**No Impact**

Indicates that there are no quality of life issues resulting from the caring situation and at this moment there is no need for support or advice.

**Low Impact**





**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



**NB:** In determining a carer's eligibility for funded services, it is important to recognise that indicators will not always exist in isolation from one another. It is appropriate and desirable that indicators should be explored in relation to one another, as there may be a 'multiplier' effect when two or more indicators overlap or interact. For example, it would be appropriate to discuss the impact of insufficient household income in relation to the effect financial hardship can have on the emotional health and wellbeing of a carer. Similarly, some indicators may be overarching, such as the ability to have a life alongside caring, which may be affected by the cumulative impact of the caring role in several areas of a carer's life.