



Cùram is Slàinte nan Eilean Siar

Western Isles Health and Social Care Partnership

Western Isles Carers Strategy 2019–2022

Detailed progress assessment against strategic actions

Status Key and Summary of Action Status Ratings	Number of Actions	Percentage
✓ Substantially delivered	15	42.9%
~ Partially delivered / ongoing	19	54.3%
✗ Not delivered or insufficient evidence received	1	2.9%
Total	35	100%

Strategic Outcome 1 - I Am Recognised as a Carer

Summary of Evidence Received

What has worked well	Awareness raising events, Carers Week activities, local engagement programmes, information and advice services, community outreach, maintenance of carer databases and opportunities for carers to access support and peer networks have all contributed to improved recognition of carers. Providers across the Western Isles continue to play an active role in identifying carers and helping them access support.
Key challenges / gaps	Many carers, particularly spouses, family members and young carers, do not identify themselves as carers. There remains inconsistency in how carers, particularly young carers, are identified and recorded across services.
Key learning	Recognition and identification remain critical first steps to accessing support. Awareness activities are most successful when delivered through trusted community relationships and existing support networks.
Future considerations	Greater engagement with schools, improved pathways across services and continued awareness raising will be required to improve identification of hidden carers and young carers.

1.1 A dedicated resource is available for carers

PARTS 3 AND 4 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
1.1a - Increase capacity within the workforce to focus on adult care support	~	Adult care and assessment services continued to operate throughout the strategy period, supported by statutory and commissioned services despite ongoing workforce pressures.	Carers continued to have access to assessment, advice and support services across the Western Isles.	Recruitment and retention challenges continue to impact service capacity and the timely provision of support.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
1.1b - Review commissioned services and prepare for contract renewal	~	Commissioned carer support services remained operational throughout the strategy period and continued to provide support to unpaid carers.	Continuity of support was maintained for carers across the Western Isles.	Limited evidence was available to confirm completion of a formal review and renewal process.

1.2 Meaningful engagement with carers increases across the Western Isles

PART 4 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
1.2a - Engagement programme building on Carers' Week and Carers' Rights Day	✓	A range of engagement activities and awareness events were delivered throughout the strategy period, including participation in national campaigns and locally organised events.	Carers had increased opportunities to access information, support and peer networks.	Continued engagement is required to reach hidden carers and those not currently connected to support services.

1.3 Opportunities are created for people across the Western Isles to identify as a carer

PART 4 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
1.3a - Deliver awareness raising events	✓	Awareness-raising activities were delivered through community events, information sessions and	Awareness of carers' rights and available support increased across communities.	Many carers still do not recognise themselves as carers and therefore remain less likely to access support.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
		national awareness campaigns.		
1.3b - Improve awareness of Young Carers and the issues that they face through training for multi-agency staff	~	Work was undertaken to increase awareness of young carers through staff development, engagement activity and partnership working.	Awareness of young carers and their needs improved across some services.	Greater involvement of schools and wider multi-agency awareness raising remains necessary.
1.3c - Develop pathways for carers across all partnership services and primary care sharing best practice in identifying carers	~	Partnership working and referral arrangements developed during the strategy period, supporting identification and signposting of carers.	Improved access to support and stronger links between services were achieved.	Further work is required to establish consistent pathways and approaches across all services.

1.4 Information is continuously provided to people in the Western Isles relating to carers

PART 6 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
1.4a - Develop and publish a Communication and Engagement Plan	~	Information and engagement activity was delivered throughout the strategy period using a variety of communication methods and community networks.	Carers were able to access information and opportunities for engagement.	Limited evidence was available to demonstrate completion of a formal Communication and Engagement Plan.
1.4b - Prepare information for carers utilising the expertise of the Strategic Carers	✓	Information resources, newsletters, websites, social media platforms and printed materials were developed	Carers had improved access to information, advice and support services.	Information remains most effective when regularly reviewed and tailored to carers' needs.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
Group		and maintained throughout the strategy period.		

1.5 Carer information is reported to Scottish Government as required

PART 2 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
1.5a - Develop and implement a process to collate and report efficiently	✓	Systems and processes were developed to support collection, reporting and monitoring of carer information.	Improved reporting capability and contribution to national reporting requirements were achieved.	Further development is required to improve consistency of data collection, particularly for young carers.

Strategic Outcome 2 - I Am Supported as a Carer to Manage My Caring Role

Summary of Evidence Received

What has worked well	Carers have benefited from information and advice services, home support, outreach provision, Moving and Handling training, dementia support, respite opportunities, short break grants and community-based support programmes.
Key challenges / gaps	Workforce shortages, delays accessing support, limited respite capacity, transport challenges and difficulties delivering services across rural and island communities continue to affect carers.
Key learning	Flexible, personalised support helps carers remain in their caring role for longer and supports better outcomes for both carers and cared-for persons.
Future considerations	Future investment should focus on workforce sustainability, respite provision, support for dementia carers and strengthening support for young carers and young adult carers.

2.1 All identified carers have comprehensive Adult Carer Support Plans or Young Carers Statements

PARTS 2, 3 AND 4 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
2.1a - Prepare and publish eligibility criteria for carers	✓	Eligibility criteria were developed in line with statutory requirements and implemented across services.	A framework for assessing carer support needs was established.	Regular review arrangements are required to ensure continued relevance and consistency.
2.1b - Review the eligibility criteria after 3 years	~	Eligibility criteria remained in use throughout the strategy period.	A consistent basis for assessment continued to be available.	Limited evidence was available to demonstrate completion of a formal review.
2.1c - Implement Adult Carer Support Plans	✓	Adult Carer Support Plans and carer assessments	Carers' needs were identified and considered as part of	Continued focus is required to ensure consistency of

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
		continued to be undertaken throughout the strategy period.	support planning arrangements.	implementation across services.
2.1d - Implement Young Carers Statements in parallel with Child's Plan to include Emergency Arrangements and Future Planning	~	Work progressed to establish responsibility and arrangements for completion of Young Carer Statements.	The importance of recognising and supporting young carers became more widely understood.	Implementation remains incomplete and requires further development.
2.1e - Develop timescales for the completion of Adult Carer Support Plans / Young Carer Statements	✗	No evidence was identified to demonstrate agreed timescales for completion of assessments and plans.	No measurable outcome evidenced.	Clear timescales and performance monitoring arrangements should be established within the refreshed strategy.
2.1f - Develop a pathway and protocol for transition planning from young to adult carer	~	Discussion and planning regarding support for young adult carers took place during the strategy period.	Increased recognition of the need for transition support was achieved.	A formal transition pathway remains to be developed and implemented.

2.2 Opportunities for support are those that carers want

PARTS 4 AND 6 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
2.2a - Develop information materials for carers and staff	✓	A range of information resources and information-sharing mechanisms were developed and maintained throughout the strategy period.	Carers had improved access to information, advice and signposting services.	Information resources require regular review to ensure relevance and accessibility.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
2.2b - Prepare and publish short breaks services statement	✓	Short break opportunities continued to be made available through a range of respite and grant-funded arrangements.	Many carers were able to access breaks from their caring role and maintain their wellbeing.	Demand for respite and replacement care continues to exceed available capacity.
2.2c - Develop flexible outreach services for carers throughout the community with a focus on remote and rural areas	✓	Outreach and home-based support services continued to operate across rural and island communities.	Carers were able to access support closer to home and within their local communities.	Workforce and transport challenges continue to affect service flexibility and reach.
2.2d - Review access to training opportunities for carers	✓	Training opportunities were provided to support carers in areas such as moving and handling and practical caring skills.	Carers reported increased confidence and improved ability to undertake caring responsibilities safely.	There is scope to expand the range and availability of training opportunities.
2.2e - Review current procedures for Adult Carers	~	Elements of anticipatory planning, contingency planning and bereavement support were delivered during the strategy period.	Some carers received support to consider future care arrangements and planning needs.	Evidence of a comprehensive review of procedures was limited.
2.2f - Review pathway for palliative and end of life care including bereavement support	~	Bereavement and supportive services were available, although evidence of a formal pathway review was limited.	Some carers were able to access support during periods of bereavement and end-of-life care.	Further work is required to evidence and strengthen integrated pathways.
2.2g - Develop a clear pathway to support carers at the point of hospital admission	~	Work was undertaken to improve patient and carer information and review	Carers had improved access to information relating to hospital care and discharge arrangements.	A clearly evidenced and consistently applied pathway remains an area for further development.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
		admission-to-discharge processes.		

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Strategic Outcome 3 - I Am Listened to and Involved in the Planning of Services

Summary of Evidence Received

What has worked well	Carers are increasingly involved in assessment, review and care planning processes. Feedback mechanisms, evaluations, engagement events and consultation exercises have enabled carers to influence service development.
Key challenges / gaps	Carer representation within strategic planning arrangements remains inconsistent. Young carer participation could be strengthened further through improved engagement mechanisms.
Key learning	Services are more effective when carers are recognised as equal partners in planning and decision-making. Trusted relationships produce more meaningful participation and feedback.
Future considerations	Future strategy arrangements should continue to strengthen co-production approaches and ensure carers are involved at both operational and strategic levels.

3.1 Ensure carers are involved in planning the specific services and support the person they care for receives

PART 4 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
3.1a - Develop a Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers	~	Carers were routinely involved in assessment, review and care planning processes throughout the strategy period.	Carers had greater opportunities to contribute to decisions affecting care and support arrangements.	Evidence of a formally agreed engagement protocol was limited.
3.1b - Review patient documentation in relation to carer involvement in the hospital discharge process, including awareness and	~	Patient and carer information resources were developed, and discharge documentation remains under review.	Recognition of the role of carers within discharge planning improved.	Further work is required to embed consistent approaches across services.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
recognition of the role of Young Carers				
3.1c - Revision of staff training to include new Engagement Protocol including awareness and recognition of the role of Young Carers	~	Staff training continued to develop, including work to strengthen awareness of carers and young carers.	Awareness of carers' needs increased amongst participating staff groups.	A consistent partnership-wide approach to training has yet to be demonstrated.

3.2 Ensure carers are listened to and consulted in the availability and design of services for them

PARTS 2, 4 AND 6 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
3.2a - We will develop and maintain a database of known carers to be used for communicating and consulting on services in line with Data Protection Legislation	✓	Carer databases and communication mechanisms were maintained to support engagement and consultation activities.	Carers received information on services, events and opportunities to contribute their views.	Maintaining accurate records remains essential for effective engagement.
3.2b - Record all Young Carers within the Western Isles on SEEMiS	~	Discussions took place regarding identification, recording and information sharing arrangements for young carers.	Awareness of the need for improved recording and information sharing increased.	A consistent and coordinated approach to recording young carers remains outstanding.
3.2c - Gather carer feedback at carers events	✓	Feedback was routinely gathered through events, evaluations, surveys and	Carers' experiences informed service delivery and future planning.	More consistent strategic analysis of feedback could strengthen service improvement.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
		ongoing engagement activities.		
3.2d - Provide support as required to carer representative on the Integrated Joint Board and to ensure the voice of all carers is represented and heard appropriately	~	Opportunities existed for carers to contribute to strategic discussions through engagement and representative arrangements.	Carers' perspectives were considered within some areas of planning and governance.	Greater visibility and consistency of representation should be explored.
3.2e - Develop recruitment / selection protocols for future IJB representative appointments	~	Limited evidence was available regarding implementation of recruitment and selection arrangements.	No specific outcomes could be evidenced.	Future governance arrangements should clearly define recruitment and succession processes.
3.2f - Involve young carers in the development of services taking into consideration that their needs are met from any consultation	✓	Young carers were regularly consulted through established groups and ongoing engagement activities.	Young carers contributed directly to shaping activities and support arrangements.	Young carers are most effectively engaged through trusted relationships and existing networks.
3.2g - Support carer representatives to engage as partners in the design and delivery of NHS services	✓	Carers were provided with opportunities to participate in engagement, consultation and service redesign activity.	Lived experience contributed to planning and improvement discussions.	Ongoing engagement is required to ensure broad representation of carers' experiences.

Strategic Outcome 4 - I Am Supported to Have a Life Alongside Caring, If I Choose to Do So

Summary of Evidence Received

What has worked well	Respite provision, short break grants, befriending services, social groups, home support, day opportunities and community activities have contributed positively to carers' wellbeing and helped reduce social isolation.
Key challenges / gaps	Insufficient respite capacity, workforce shortages and growing demand continue to place pressure on carers and services. Some carers continue to experience stress, exhaustion and social isolation.
Key learning	Regular breaks, social connection, practical support and flexible replacement care are critical in sustaining carers' health and wellbeing.
Future considerations	Improving access to respite opportunities, increased focus on carer wellbeing and development of sustainable replacement care options should be central to the refreshed Strategy.

4.1 Monitor implementation of strategy and the effect it is having on reducing the impact of caring on the health and wellbeing of carers

PARTS 3, 5 AND 6 of The Carers (Scotland) Act 2016

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
4.1a - Review the Short Break Statement on an annual basis and revise where necessary	~	A range of respite and short break opportunities continued to develop throughout the strategy period.	Carers benefited from increased opportunities for rest, recovery and time away from caring responsibilities.	Evidence of formal annual review arrangements was limited.
4.1b - Investigate how to work with relevant partners to develop flexible and routine training for carers	✓	Training and skills development opportunities were provided through partnership working and	Carers developed greater confidence, knowledge and practical caring skills.	Further expansion of training opportunities should be considered as part of future delivery plans.

Action	Status ✓ / ~ / ✗	Summary of Progress	Outcomes Achieved	Key Learning / Remaining Gaps
		community-based support arrangements.		
4.1c - Promotion of the Carer Positive Scheme to local businesses and organisations and awareness raising of the benefits to employers of retaining experienced workers, reducing staff absences recruitment costs	~	Progress was made in raising awareness of carer-friendly employment practices, including achievement of Carer Positive accreditation within the public sector.	Awareness of carers' needs within employment settings increased.	Further promotion and engagement with local employers is required to maximise impact.