



# Carer Awareness Session

Edinburgh Carer Support Team

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Carer Coordinator  
Integrated Carer Team  
Edinburgh Health & Social Care  
Partnership



Working together for a caring,  
healthier, safer Edinburgh

"It's everyone's  
job to identify  
and support  
carers"

says the Scottish  
Government  
in Caring Together  
2010-15 (the carers  
strategy for Scotland).

# Why Should You Identify Carers?



- ✓ To respect carers as **equal partners** in the delivery of care
- ✓ The carer is often an **expert** and has a vast bank of knowledge about the cared for person and their condition.
- ✓ To enable the carer to improve their knowledge and **learn new skills**
- ✓ To ensure carers are connected to **long term support and their overall quality of life is improved**
- ✓ To help **improve outcomes for carers**, such as carer-life balance, **improved mental and physical health and wellbeing**



# The Edinburgh Carer Support Team

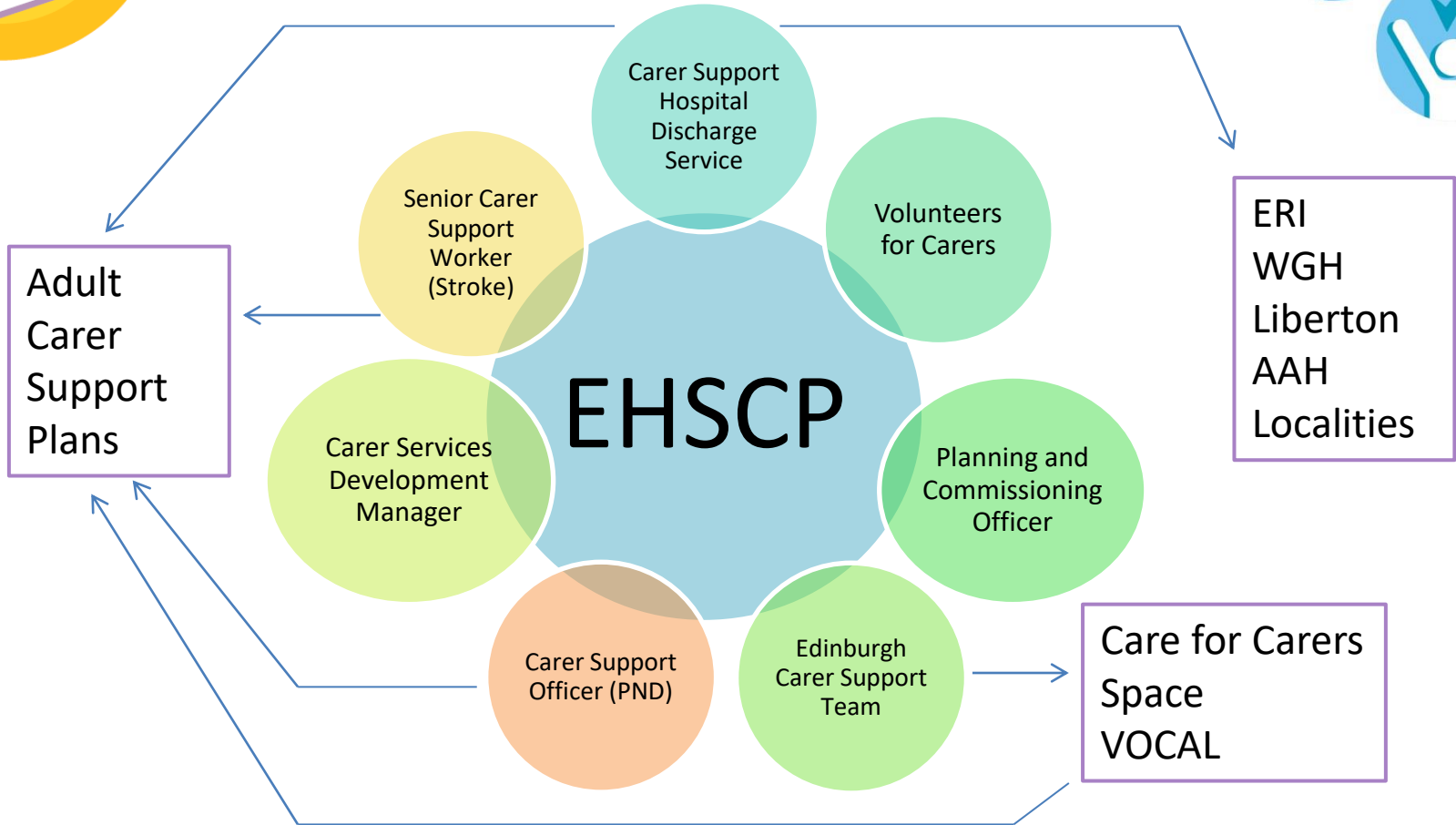


- Based within the Health and Social Care Partnership offering **easy internal referral routes**
- Promotes the need for **carer identification** and awareness in GP Practices and other community health and social care teams
- In partnership with Edinburgh based **voluntary carer organisations**
- Open to referrals from all professionals and carers



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# Integrated Carers Team



**Edinburgh Carer Support Team**  
People who look after **someone**  
need to be looked after too



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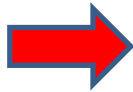
# Why were we established?

Primary Care



Hospitals

Social Care Direct



Community Health Teams



Social Care



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Carer  
Dedicated Third  
Sector  
Organisations

Other relevant  
Third Sector  
Organisations

Independent  
Sector

Health & Social  
Care

The logo for the Edinburgh Carer Support Team, featuring a white hand holding a family silhouette on a yellow background.

**Edinburgh Carer Support Team**  
People who look after **someone**  
need to be looked after too



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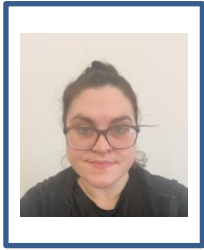
# Edinburgh Carer Support Team

People who look after **someone** need to be looked after too

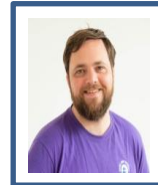


Partnership Model between Statutory and 3<sup>rd</sup> Sector Organisations

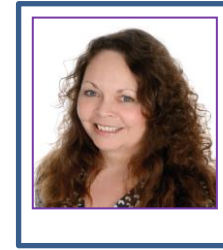
## Community Support Team



Sophie (NW) Vacancy (SE)



Jackie, Alex,  
Catherine &  
Audrey  
(NE)



Donna (SW)



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# What we offer carers...

- Information, emotional support and help to access practical support – Adult Carer Support Plans
- Support to access benefits and services such as counselling, training, respite or short breaks
- Help to obtain information on carer rights and entitlements and connection to other services
- Emergency Planning & Future Care Planning
- Volunteers for Carers



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# Community Service- Referral Criteria

- Carer or cared for person must be registered at an Edinburgh GP Practice
- Open to carers age **18 years and over**



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# How to make a referral to the ECST



- Use the Sci Gateway system
- Call the team on 0131 536 3371
- E-mail the team on [loth.carersupport@nhs.scot](mailto:loth.carersupport@nhs.scot)
- Return a referral form by internal mail or securely over e-mail
- Complete a tear off slip from the Carer Support Team leaflet

*It's simple, quick and enables carers to access relevant support*



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# Carer Feedback

*“I would just like to say, my day was brightened this morning by your friendly calm voice and what seemed to me a genuine interest in the situation. It was greatly appreciated. I was acknowledged as an individual person, not just my parent's carer or a number in the system. You have no idea how refreshing that is and how much it meant”*

*“The Carer Support Worker couldn't have been more helpful. At the time I was signed off with depression and it was all taken at a pace that was comfortable for myself and it was easy enough to answer and they completed the form for me”*

*“I am impressed by the service and the few people I have spoken too. I am sorry that I didn't ask for any support until now. I am only just realising I do NEED support”*



# Staff Feedback

“We have used your service on a number of occasions, each time has been beneficial to colleagues and to those you are supporting.

It is always useful to know that you are there when we need to utilise the service”  
– SCN (Stroke)

Your team are amazing! They were all an absolute joy yesterday!

Rachel Howe- EHSCP  
Engagement Officer

It is such an important job’  
– GP speaking about this role.

Thank you so much for all your help and support that you gave me and my staff..... We don’t use your service enough, but this week has certainly opened my eyes as to the expertise and support you can provide regarding these situations.

Senior Charge Nurse- RIE

# End of session inspiration.....



**“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”**

*Maya Angelou, poet and award-winning author*

<https://services.nhslotian.scot/supportingcarers/>



**Equal Partners  
in Care**

Working together to achieve better  
outcomes for carers and young carers

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**• EDINBURGH •**  
THE CITY OF EDINBURGH COUNCIL



**“Today you are You,  
that is truer than true.  
There is no one alive  
who is Youer than  
You.” - Dr. Seuss**

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