



Meeting: Highland Health and Social Care Committee

Meeting date: 05 March 2025

Title: Refreshed Carers Strategy 2025-28

Responsible Executive/Non-Executive: Pam Stott

Report Author: Pam Stott, Chief Officer

1 Purpose

This is presented to the Committee for:

- Assurance

This report relates to a:

- Government policy/directive
- Legal requirement
- Local policy
- NHS Board/Integration Joint Board Strategy or Direction

This report will align to the following NHS Scotland quality ambition(s):

Safe, Effective and Person Centred

This report relates to the following Strategic Outcome(s)

Start Well	Thrive Well	Stay Well	Anchor Well	
Grow Well	Listen Well	Nurture Well	Plan Well	
Care Well	Live Well	Respond Well	Treat Well	
Journey Well	Age Well	End Well	Value Well	
Perform well	Progress well	All Well Themes	x	

2 Report summary

2.1 Situation

The support unpaid carers give is immeasurable and unsurpassable. Throughout the COVID pandemic, carers continued in their caring role. After the onset of the pandemic there were many new carers undertaking this role for the first time, and others taking on new roles and additional responsibilities in response to the crisis. This constantly evolving social care landscape presents an opportunity to re-evaluate and enhance existing services.

For the purpose of this report and associated draft strategy, unpaid carers are adult carers that care for either an adult or a child.

The exact number of unpaid adult carers in the Highland remains uncertain due to variations in data collection methods and reporting standards, but recent figures from Scotland’s Census database suggest the figure to be around 26,179.

The estimated national annual economic contribution of unpaid carers in Scotland is £15.9 billion (Carers Scotland, 2022), with Highland population share, this would equate to £694.5 million annually. Supporting unpaid carers to maintain a lifestyle alongside their care giving responsibilities is a sustainable approach of safeguarding our health and social care services.

The current Highland Carers Strategy dates to 2020 – 2023 and requires refreshing to ensure that it meets the current and developing needs of unpaid carers across the Highland.

2.2 Background

Work commenced in mid-2023 to refresh the current Carers Strategy with a focused and targeted approach since February 2024. Consultation with over 20 partner and third sector organisations, including over 200 carers and review of national and regional data has helped inform, shape and support this refreshed Carers Strategy.

Feedback and data tell us that:

1. Highland has an ageing population with 49% of carers who require access to short breaks.
2. Individuals found it difficult to know where to find information and / or access services, data backs this up with 66% of carers in need of advice and information
3. Carers face emotional and physical strain due to their care giving responsibilities with 29% of carers reporting that they need emotional support.

Building on the successes of the 2020-2023 strategy, this updated approach incorporates:

1. Improved early identification of unpaid carers.
2. A focus on meaningful breaks for unpaid carers.

- 3. Co-production with carers to ensure meaningful changes.

Whilst the previous strategy offered a broad range of services, we are now able to provide a targeted approach to engaging with unpaid carers, particularly those who had not yet accessed support.

Listening to their experiences, identifying gaps in support, and understanding their priorities have shaped a vision that seeks to empower carers, celebrate their contributions, and deliver meaningful changes to improve their lives.

2.3 Assessment

Through extensive consultation group feedback was grouped on known areas of strength and areas of improvement. Funnelling the information led to four main goals:

- 1. Identify
- 2. Inform
- 3. Involve
- 4. Support

The refreshed draft strategy sets out where we are now, where we want to be and how we plan to get there.

2.4 Proposed level of Assurance

Substantial	<input type="checkbox"/>	Moderate	<input checked="" type="checkbox"/>
Limited	<input type="checkbox"/>	None	<input type="checkbox"/>

Comment on the level of assurance

There is a significant degree of stress across the Adult Social Care system in Highland. However a moderate level of assurance might reasonably be given that the improvement work being undertaken is well targeted and well structured.

3 Impact Analysis

3.1 Quality/ Patient Care

There will be a positive impact on the wellbeing of all individuals if unpaid carers receive advice, guidance and support at the right time.

3.2 Workforce

Part of the aim of this work is to support the Social Care workforce by focusing on empowering and supporting our unpaid carers in Highland. Reducing the risk of potential increased need for statutory services, saving carer collapse and emergency situations emerging.

3.3 Financial

As detailed in section 2.1, it is estimated that unpaid carers provide significant support which if delivered by commissioned services would cost an estimated £694.5m annually.

There is a carers budget, linked to delivering this strategy, of £2.6m to implement and deliver adult carers support outlined within the Carers (Scotland) Act 2016. The budget will continue to be utilised to realise the goals set out within the Strategy.

3.4 Risk Assessment/Management

3.5 Data Protection

3.6 Equality and Diversity, including health inequalities

The development of SDS in Highland forms a component part of the Highland Health and Social Care Partnership Strategic Plan for Adult Services 2024-2027. An impact assessment has been completed for this and is available.

3.7 Other impacts

3.8 Communication, involvement, engagement and consultation

NHS Highland and a range of partners conducted a significant consultation exercise from July 2023 through to October 2024 which gathered the views of unpaid carers in Highland. People who provide support - and those involved in its provision - about how we should support unpaid carer into the future.

This consultation was conducted listening to the carers voices and those who provide support to carers in a variety of ways including focus groups, peer group attendance and partner organisation feedback loops.

3.9 Route to the Meeting

4 Recommendation

The Report is provided to the Committee for:

- **Assurance**– This report and associated draft strategy are provided to the committee to provide assurance that the strategy is complete. There is a requirement for it to have further socialisation and feedback from stakeholders in the Health and Social Care Partnership and with community stakeholders. It is anticipated that the Strategy will be presented for full ratification as next HSCC.

NHS HIGHLAND CARERS STRATEGY

2025 - 2028

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1. Strategy Overview

This refreshed Highland Carers Strategy 2025-28 sets out the vision, priorities and outcomes for health and social care planning partners to make the Highlands an area that “Cares for Carers”. It outlines how planning partners will expand support for unpaid carers in alignment with:

- The Scottish Government’s commitments set out in the [Carers \(Scotland Act 2016\)](#)
- The vision for improved health and social care support, set out in the [Independent Review of Adult Social Care](#)
- The revised [National Carers Strategy 2023-2026](#)
- The Highland Health and Social Care Partnerships commitments set out in the [Highland HSCP Strategic Plan of Adult Services 2024 - 2027](#)

Vision



To ensure all unpaid carers in the Highlands are **supported to have a life** alongside caring, with resources used effectively to bridge gaps in service provision.

Objectives



1. Increase carer awareness and access to support services.
2. Expand the provision of respite care.
3. Enhance partnerships to create tailored support for carers.

This strategy will continue to progress and build upon the actions from the [Highland Carers Strategy 2020-2023](#), while reflecting on significant events of the previous 3 years, like the impact of COVID-19 and the cost- of-living crisis on unpaid carers.

Shaped by carers, their families, service users, and Third and Independent Sector organisations, it commits to ongoing monitoring and an annual review process until 2028.

Why Do We Need a Strategy?

The support carers give is immeasurable and unsurpassable. Throughout the COVID pandemic, carers have continued in their caring role. After the onset of the pandemic there were many new carers undertaking this role for the first time, and others taking on new roles and additional responsibilities in response to the crisis. This constantly evolving social care landscape presents an opportunity to re-evaluate and enhance existing services.

In shaping this strategy, we listened to what carers told us, continued or new gaps in service provision, ideas for improvements and what works well for them to ensure that this strategy is relevant and useful. In Chapter 4 of this strategy, we outline the feedback we received and set out both our commitments and the outcomes we will deliver in response to that feedback.

*Note: This Carers' Strategy focusses primarily on services specifically for adult carers in the Highlands. However, awareness that services for the cared-for person can and frequently does have a significant impact on the carer's quality of life. **



20+

We spoke with our partners and third sector organisations.



80+

We reviewed national and regional data.



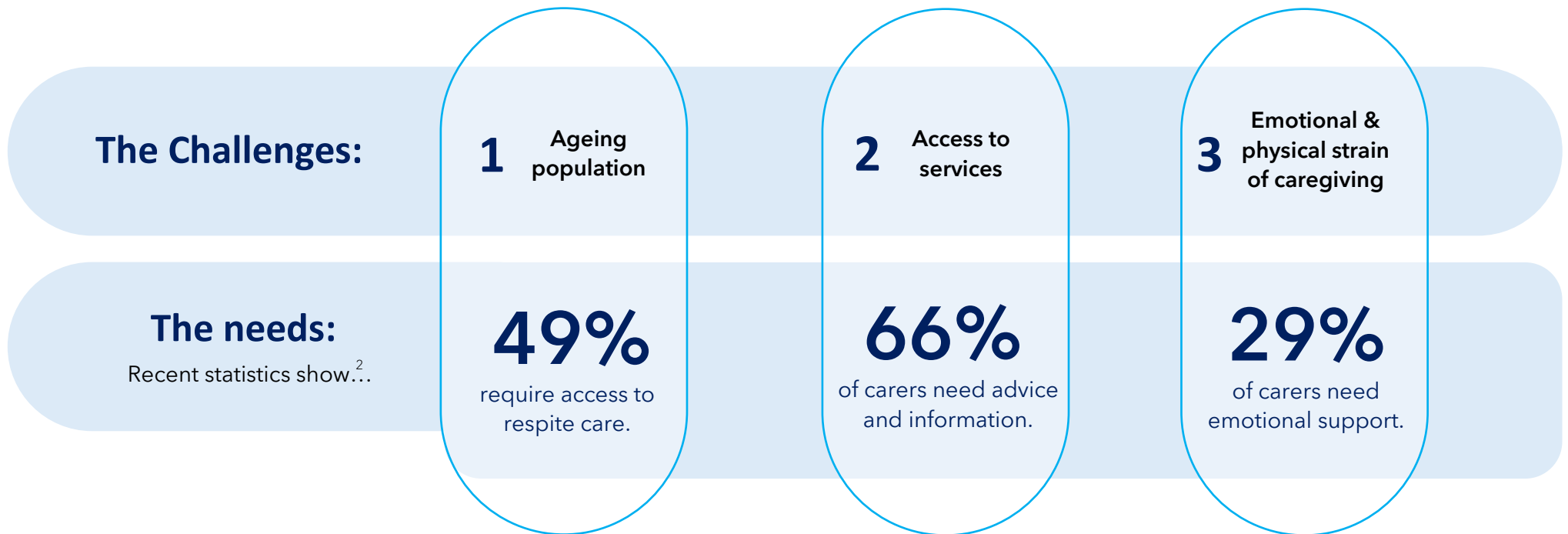
200+

We consulted with Highland carers.

* Highland Council have developed a separate [Young Carers Strategy](#)

The Impact of Carers

In the Highlands, unpaid carers provide vital support, which if costed, it would be an estimated **£694.5 million annually**¹. Supporting unpaid carers to maintain a life alongside their caregiving responsibilities is a sustainable approach of safeguarding our health and social care services. However, carers face increasing challenges:



The new strategy addresses these gaps by prioritising tailored support, proactive identification, and greater awareness of carers' rights.

¹ Carers Scotland. (2022). Valuing Carers 2022: Scotland. Retrieved from https://www.carersuk.org/media/15sa1sq4/valuing_carers_scotland_web.pdf.

Highland Council. (2021). Highland Profile - Key Facts and Figures. Retrieved from https://www.highland.gov.uk/info/695/council_information_performance_and_statistics/165/highland_profile_-_key_facts_and_figures/2.

National Records of Scotland. (2021). Mid-2021 Population Estimates for Scotland. Retrieved from <https://www.nrscotland.gov.uk/latest-news/mid-year-population-estimates-for-scotland-in-2022/>

2. Background

Building on the successes of the 2020-2023 strategy, this updated approach incorporates:

1. Improved **early identification** of unpaid carers.
2. A focus on **meaningful breaks** for unpaid carers.
3. Co-production with carers to ensure **meaningful changes**.

While the previous strategy offered a broad range of services, we are now able to provide a targeted approach to engaging with unpaid carers, particularly those who had not yet accessed support.

Listening to their experiences, identifying gaps in support, and understanding their priorities have shaped a vision that seeks to empower carers, celebrate their contributions, and deliver meaningful changes to improve their lives.

To ensure a comprehensive understanding of the current landscape, a SWOT analysis was conducted. This highlights the key strengths, weaknesses, opportunities, and threats shaping the strategy and its implementation.

Building on these insights, we examined the demographics and circumstances of adult carers living in the Highlands to ensure the strategy reflects their unique challenges and opportunities. By understanding the landscape they navigate, we can tailor specific

priorities and actions to address their needs, ensuring the strategy remains relevant, effective, and centred on the lived experiences of unpaid carers.

Strengths

- Strong existing framework from previous strategies.
- High engagement with carers during consultation phases.
- Legislative support through the Carers (Scotland) Act 2016 and National Carers Strategy.
- Wellbeing Fund provides accessible respite resources.

Weaknesses

- Limited access to services in rural and remote areas.
- Data gaps, including accurate identification of carers and their needs.
- Awareness of carer rights and available support is low.
- Insufficient respite services to meet demand.

Opportunities

- Increased public and policy focus on carers due to the pandemic and cost-of-living challenges.
- Expanding digital tools and local hubs to improve outreach.
- Strengthening collaboration amongst partners.
- Targeted awareness campaigns to improve carer recognition.

Threats

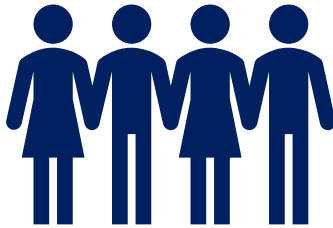
- Economic pressures reducing funding for carer support programs and fragmented collaboration amongst commissioned services.
- Aging population leading to increased demand for carers and services.
- Carer fatigue and burnout due to limited short-term relief options.
- Workforce shortages in health and social care sectors.

3. Adult Carers living in Highland

What does the data show?

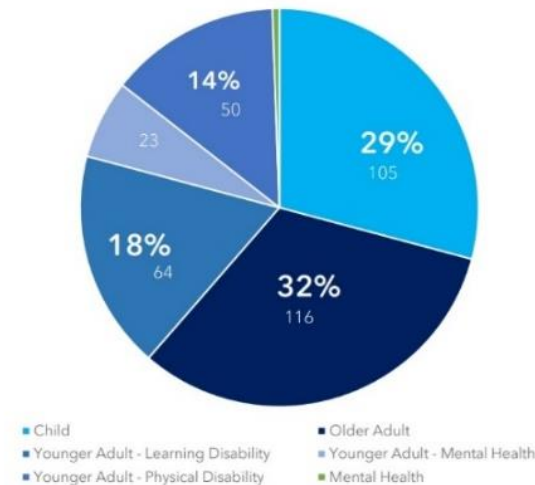
The exact number of unpaid adult carers in the Highlands remains uncertain due to variations in data collection methods and reporting standards² but recent figures from Scotland's Census database suggest the figure to be around **26,179**³. It's important to consider the demographic factors that can help us estimate the impact on carers in the Highlands. Insights from the 2023-24 Carers Census suggests that a significant proportion of adult carers in the Highlands are likely supporting older adults.⁴ Nationally, 40% of those being cared for are aged 65 and older, which reflects the region's aging population.⁷

Key Demographic



- **40%** of cared-for individuals are aged 65+.⁵
- **38%** of carers fall within the 45-59 age range.
- **31%** of carers support their partner.⁶

Figure 1: Proportion of Carers Supporting Children, Younger Adults, and Older Adults, The Wellbeing Fund 2024 Data⁷



² Scottish Government, 2023. Carers Census, Scotland, 2023-24. [online] Available at: <<https://www.gov.scot/publications/carers-census-scotland-2023-24/>> [Accessed 29 December 2024].

³ Scotland's Census (n.d.) Highland unpaid carers population. Available at: <https://www.scotlandscensus.gov.uk/webapi/jsf/dataCatalogueExplorer.xhtml> [Accessed: 6 January 2025]

⁴ Scottish Government, 2023. Carers Census, Scotland, 2023-24. [online] Available at: <<https://www.gov.scot/publications/carers-census-scotland-2023-24/>> [Accessed 29 December 2024].

⁵ Scottish Government, 2023. Carers Census, Scotland, 2023-24. [online] Available at: <<https://www.gov.scot/publications/carers-census-scotland-2023-24/>> [Accessed 29 December 2024]

⁶ Mobilise, 2024. *Mobilise Digital Carers Insight Report Highland, December 2024*. [online] Available at: <<Highlands Mobilise Report - December 2024.pdf>> [Accessed 3 January 2025].

⁷ Wellbeing Fund Database 2024, NHS Highland, Unpublished Dataset

This demographic trend places additional pressure on adult carers, many of whom themselves are older adults.⁸ The NHS Highland Wellbeing Fund 2023-24, shows that 32% of carers in the Highlands provide care for older adults (see Figure 1) with the majority of carers falling within the 45-59 age range, making up 38% of all carers who applied for the fund.⁹ Our partners see this also; Mobilise, a digital platform for carer resources reports that 31.3% of carers provide care for their partner, and more than 31% of adult carers in the Highlands are considered retired.

This highlights the need for tailored support, such as breaks from caring and financial assistance, especially for these "sandwich carers" balancing multiple responsibilities. Flexible solutions, like streamlined Adult Carer Support Plans, community signposting, and respite service options, are essential to meeting these carers' needs.

"I need a break, but a care home is not an option for my wife and that is all that is offered..."

The census also revealed that adult carers in Scotland most need advice, information, and respite care.¹⁰ Over half of carers also reported not

understanding their rights or the terminology in the caregiving landscape¹¹, signalling the need for clearer communication and targeted engagement. Breaks from caring is a key priority¹², as carers seek opportunities for rest to manage the physical and emotional demands of caregiving. The Carers Wellbeing Fund mirror these needs with 53% of carers requested holidays and 20% have sought a garden shed or summer house for a short-term 'escape' or personal space when it is not possible to step away from their caring responsibilities (see Figure 3). Currently, there is a gap between the demand (49%) and available services (37%) as shown in figure 2.

These insights, which mirror data from commissioned partners¹³, help shape the strategy, which focuses on improving support access, raising awareness, and expanding respite care services.

The Carer Census also shows a relatively low national demand for peer support and group activities.¹⁴ However, this may not fully reflect the unique challenges faced in the Highlands, where access to services is more restricted. Feedback from carers in the region emphasises the vital continual role of peer support.¹⁵ To address these challenges effectively, further community initiatives can support carer awareness and increase engagement in harder to reach areas.

"It's hard asking for help—we've never done this before. We didn't even know this hub existed until a few months ago"

⁸ Scottish Government, 2023. Carers Census, Scotland, 2023-24. [online] Available at: <<https://www.gov.scot/publications/carers-census-scotland-2023-24/>> [Accessed 29 December 2024].

⁹ Wellbeing Fund Database 2024, NHS Highland, Unpublished Dataset

¹⁰ Scottish Government, 2023. Carers Census, Scotland, 2023-24. [online] Available at: <<https://www.gov.scot/publications/carers-census-scotland-2023-24/>> [Accessed 29 December 2024].

¹¹ Mobilise, 2024. *Mobilise Digital Carers Insight Report Highland, December 2024*. [online] Available at: <[Highlands Mobilise Report - December 2024.pdf](#)> [Accessed 3 January 2025].

¹² Carers Census Highland, *Table 3.2: Number and percentage of unpaid carers by support needs in Highlands 2022-23*, Carers Census Highland 2022-23, [2023], [page 13]

¹³ Connecting Carers, Annual Review 2023-2024, [page 4]

¹⁴ Carers Census Highland, *Table 3.2: Number and percentage of unpaid carers by support needs in Highlands 2022-23*, Carers Census Highland 2022-23, [2023], [page 13]

¹⁵ Michelle Keir, personal communication with unpaid carers, 2024

Figure 2: Adult carers support needs (adapted from Figure 6, Carers Census 2024)

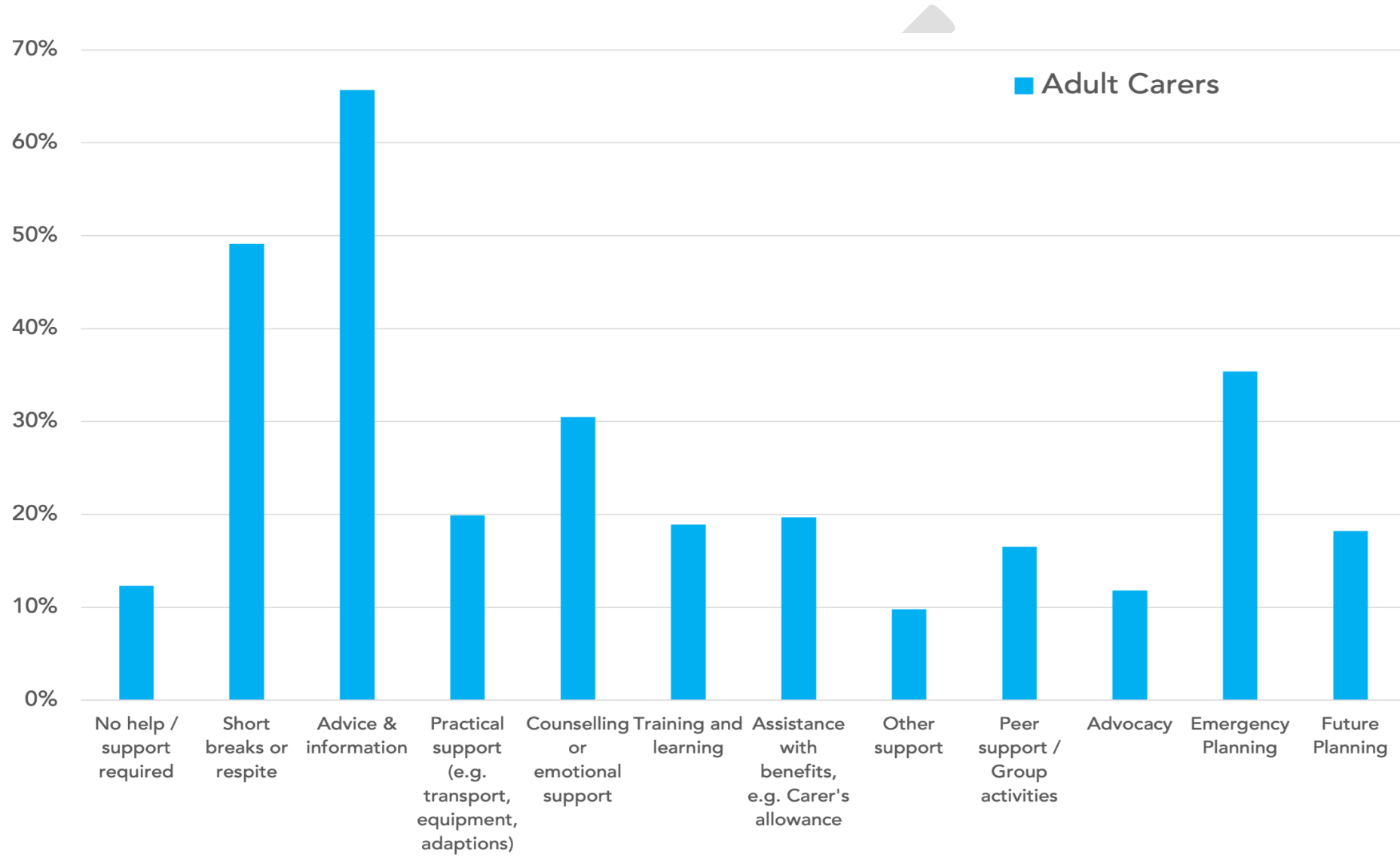
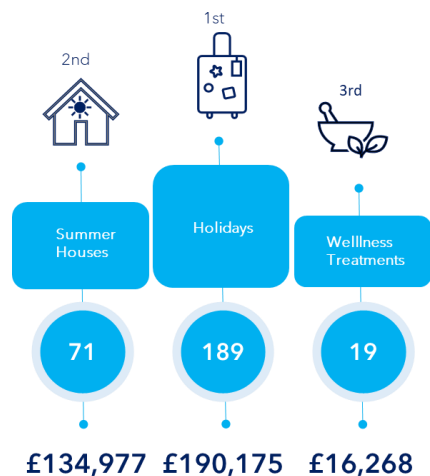


Figure 3: The three most requested uses of funding (The Wellbeing Fund, 2024)



In addition to the need for respite care, the emotional and physical impact of caregiving also highlights the importance of targeted support for carers' well-being. Reflected in both the Census and the Mobilise report, was on carers' emotional well-being, with 86% of adult carers experiencing challenges in this area¹⁶. 39.7% of carers reported struggles with their physical and mental health, and 29.4% requested emotional support or someone to talk to¹⁷ with 44.3% reporting experiencing boredom regularly in their caring role.¹⁸

These findings underscore the critical need for initiatives like the Carers Wellbeing Fund, which addresses these challenges through support for respite and self-care. Every application to the Carers Wellbeing fund is a request for a break from caring.

“Just being able to meet my friend for a coffee and not feeling guilty has made the biggest difference...”

Given the importance of respite care, it stands out as one of the most effective solutions to address carers' well-being. Respite allows carers to take breaks from their caregiving responsibilities, providing them with much-needed rest, recovery, and the ability to prioritise their own health. These breaks are not a luxury but a necessity, as they empower carers to sustain their vital role in the long term. Investing in these services is a direct pathway to improving carers' emotional and physical well-being and strengthening their capacity to fulfil their caregiving roles.

Our vision is to ensure that these resources are used effectively to meet the gaps identified above in support provision whilst ensuring that all unpaid carers in the Highlands are supported to have a life alongside caring.

To translate these insights into action, we turned to the feedback shared by carers. Their voices have guided the development of key themes, each addressing a critical aspect of the carer experience. The following section outlines how this feedback has shaped specific priorities and actions, ensuring that the strategy remains relevant, effective, and centred on the needs of unpaid carers.

¹⁶ Scottish Government, 2023. Carers Census, Scotland, 2023-24. [online] Available at: <<https://www.gov.scot/publications/carers-census-scotland-2023-24/>> [Accessed 3 January 2025].

¹⁷ Mobilise, 2024. Mobilise Digital Carers Insight Report Highland, December 2024. [online] Available at: <[Highlands Mobilise Report - December 2024.pdf](#)> [Accessed 3 January 2025].

¹⁸ Mobilise, 2024. Mobilise Digital Carers Insight Report Highland, December 2024. [online] Available at: <[Highlands Mobilise Report - December 2024.pdf](#)> [Accessed 3 January 2025].

4. Progressing the New Strategy

1. Carer Awareness

1

What We Heard¹⁹

"I didn't know I was a carer" - Unpaid carer 1

"Where does being a wife end and being a carer begin?" - Unpaid carer 2

"Google told me I was a carer!" - Unpaid carer 3

"Very few people other than my close friends know I am a carer. I don't want judgement" - Unpaid carer 4

2

Where We Are Now

- Demographic misalignment:** Carer Centres primarily supports parent carers, with insufficient focus on adult carers for older relatives.
- Limited outreach and engagement:** Only a small percentage of carers are being engaged,²⁰ highlighting a need for more targeted outreach and signposting to services.
- Collaboration challenges:** There are significant barriers to collaboration between commissioned parties, which hampers support for carers.

3

Where We Want To Be

- Early identification of carers:**
 - Ensure all carers including those who are digitally excluded are identified early.
 - Use proactive outreach to identify carers in their communities.
- Raise community awareness:**
 - Promote understanding of carers needs within the community alongside community support services.
- Empower carers to access services:**
 - Enable carers to have choice and control over services and support that aligns with their wellbeing needs.

4

How We Plan To Get there

Identify

Proactive Engagement



Through events and piloting projects throughout the region. Targeting marketing and information.

Enhancing Outreach

Develop campaigns to identify and engage with underrepresented groups, leveraging digital and community-based channels.



Stronger Collaboration



Working more effectively amongst partners, organisations, employers, and communities for carers.

Carer led options

Improved referral process based on needs and preferences that support the carer in living their life as well as caring.



"The information given to me by my employer helped me realise that I was a carer." - Unpaid

Carer 5

¹⁹ Michelle Keir, personal communication with unpaid carers, 2024

²⁰ Connecting Carers, Annual Report 2023-2024

2. Information, Advice & Support

1

What We Heard²¹

"Clear and easy to understand information is needed." - Unpaid carer 6

"I didn't have time to contact this one, that one and the next one so I gave up." - Unpaid carer 7

"Help at the outset helped me cope." - Unpaid carer 8

"It would be useful to know where to turn to without having to spend hours trying to find answers" - Unpaid carer 9

2

Where We Are Now

- 1. Service gaps:** Carer services are heavily online, working predominantly in silos, making in-person streamlined support less accessible to carers.
- 2. Engagement Levels:** Recent data shows that current carers centres have low engagement.²²
- 3. Disconnect with respite services:** The limited number of applications for respite care to the Wellbeing Fund by carers highlights a gap between information provision and service access compared to Care Home placements requests for respite.²³

3

Where We Want To Be

- Clear and concise information:** Ensure carers can easily access accurate, clear, and consistent information about available services, including respite care and financial assistance.
- Integrated service delivery:** Strengthen collaboration between commissioned partners to provide seamless and holistic support for carers.
- Empowerment Through Awareness:** Increase carers' awareness of their rights and support options, ensuring they feel informed and equipped to navigate the caregiving landscape.

4

How We Plan To Get there



²¹ Michelle Keir, personal communication with unpaid carers, 2024

²² Connecting Carers, Annual Report 2023-2024 compared with Scottish Government, 2023. Carers Census, Scotland, 2023-24

²³ Placement data compared to Wellbeing Fund Data, 2025

3. Participation & Collaboration

1

What We Heard²⁴

"I should be included - I know my wife better than anyone" -

Unpaid carer 10

"Services are designed around my mum, and I don't matter." - Unpaid carer 11

"Carers that are parents don't matter." - Unpaid carer 12

"I am never involved in decisions made even though they affect me" - Unpaid carer 13

2

Where We Are Now

- 1. Limited Carer Participation in Decision-Making:** Carers' voices are not consistently included in service planning and development, leading to services that may not fully align with their needs.
- 2. Fragmented Collaboration:** Existing collaboration between key stakeholders, lacks cohesion and integration.
- 3. Digital and Accessibility Barriers:** Many carers face challenges in participating due to digital exclusion, geographic isolation, or lack of awareness of engagement opportunities.

3

Where We Want To Be

- Inclusive Participation Opportunities:** Provide accessible and diverse opportunities for carers to participate.
- Streamlined Collaboration:** Foster a unified approach among stakeholders, including commissioned services, health boards, local authorities, and community projects.
- Carers as Equal Partners:** Ensure carers are recognised as equal partners in care and actively involved in decision-making processes at both local and strategic levels.

4

How We Plan To Get there



Involve

Carer-Centric Approach



Use regular feedback from carers to refine support services, to meet diverse needs and priorities.

Building collaborative networks

Strengthening uniformity in the information and advice cross-sector, to better communicate, support, fund and improve carer wellbeing.



Feedback Loops



Conduct regular consultations with carers through surveys, focus groups, and community forums to gather diverse perspectives and insights.

²⁴Michelle Keir, personal communication with unpaid carers, 2024

4. Variety & Choice Services

1

What We Heard²⁵

"I should be included - I know my wife better than anyone" -

Unpaid carer 14

"A list of services in my area for me to choose would be good" -

Unpaid carer 15

"There are few choices where I live." -

Unpaid carer 16

"I need a break, but a care home is not an option for my wife and that is all that is offered" -

Unpaid carer 17

2

Where We Are Now

- 1. Limited Respite Options for Carers:** Currently, there are no dedicated respite services exclusively for unpaid carers. Existing respite services are primarily focused on providing care home placements, which are geographically scattered and inaccessible for many carers.
- 2. Under-utilisation of Self-Directed Support (SDS):** While SDS Option 1 payments could offer carers greater flexibility in accessing tailored support, this option is underutilised due to low awareness and limited allocation of resources.

3

Where We Want To Be

- Empowered Choice Through SDS:** Supporting carers to understand and navigate SDS options that work for them, enabling carers to access services that meet their unique requirements.
- Diverse and Accessible Offerings:** Develop respite services, including community-based options, in-home support, and short-term breaks, ensuring services are available across the Highlands.
- Improved Awareness and Reach:** Increase awareness of available respite options and SDS funding through targeted communication campaigns.

4

How We Plan To Get there



Develop local respite services



Work with local providers and PAs to implement respite services, focusing on accessible and flexible options within their local communities.

Better utilisation of funding

More holistic approach to funding avenues that empower carers to access personalised and flexible respite solutions.



Raise awareness for routes to respite



Empower carers about their rights, services, and how to access funding. Provide clear signposting to ensure carers understand their options in making informed choices.

²⁵ Michelle Keir, personal communication with unpaid carers, 2024

6. The Highland Carers Strategic Roadmap

Our goal is to ensure unpaid carers in the Highlands are supported to have a life, alongside caring.

Agile Framework for Achieving Strategic Goals

2025

2026

2027

Q1

Q2

Q3

Q4

Q1

Q2

Q3

Q4

Q1

Q2

Q3

Q4

Identify

Carer Services

Identification and Awareness Raising

Launch the updated Highland Carers Strategy 2025 - 2028

Review Wellbeing Data to get Respite funding insights

Inform

Carer Engagement

Community and digital

Launch new Carer Services Website

Accessible, clear and concise information, advice and support

Involve

Tailored Respite Services

Carers breaks and SDS

Consultations with Partners, Commissioned Services, Third sector organisations and Carers about the Strategy

Begin an impact assessment, ensuring of carers using respite services report positive outcomes.

Review Carer feedback to inform and refine service delivery

Feedback and regular consultations with carers

Begin developing the Highland Carer Strategy 2028-2031

Support

Local Carer Centres

Support projects

Support PA recruitment and local respite services

Support of funded projects: Community Hubs, Care Centres and Third Sector Organisations

Wellbeing Fund allocation

Specialised and Varied Carer Support

Strategic development

Identify

Carers are identified at the earliest opportunity.

Inform

Carers have access to information in a format that is suitable.

Involve

Carers are involved in their cared-for person's care, and we work collaboratively with carers to design services in line with needs.

Support

Carers will have access to advice and support to assist them in their caring role and to improve their own overall wellbeing.

Outcomes & topics key:

Identify - Carer Awareness

Inform - Information, Advice & Support

Involve - Participation & Collaboration

Support - Variety & Choice Services

7. Our Shared Commitments

Highland Strategy
2022-27

