

What to expect after contacting the service

You may have contacted us yourself, or someone may have contacted us on your behalf and asked us to speak with you.

However you reach us, a member of our team will take some basic information about your situation and tell you a bit about the support that could be available from the Carer Service.

Registration

You will be asked if you would like to register with the service, to automatically receive our quarterly newsletters and other useful updates.

If you want to take advantage of this opportunity, and give your permission, we will store your information on our secure database.

Adult Carer Support Plan—ACSP

Thanks to the Carers (Scotland) Act 2016, every adult carer is entitled to complete an Adult Carer Support Plan — this gives us a better understanding of your situation and helps identify the support you feel you need.

You can:

- request a paper copy to complete
- complete one with a Family Wellbeing Worker (FWW).

If you request a paper copy, you will be given the information you need to get started.

If you want to complete the ACSP with a FWW they may do it there and then with you, or make an appointment for you to:

- come into the office, or
- meet you at home or another suitable location.

Your ACSP will lead to the creation of a Support Summary of the changes you want to see, and the actions you have agreed for yourself and

others to make those changes happen.

Once you have reviewed and signed your ACSP and Support Summary, you will have a copy to keep.

Another copy will be shared with Moray Health and Social Care Partnership, to enable the introduction or increase of other supports to help.

If you would prefer your ACSP **not** to be shared in this way, you can say so.

Levels of support

To help ensure we offer the most support to those carers who need it, your ACSP will also help us identify the level and frequency of contact and support the Carer Service makes available to you.

Our intention is not to be in touch with you just for the sake of it. If you only want to be kept up to date with what's happening, we'll record you as 'info only', but you can contact us when you need to.

Carers in more complex circumstances, or experiencing significant difficulties, can be given more intensive support, with a named worker who will maintain contact with them on a regular basis for an agreed period of time, after which it may be possible to review the frequency of contact, in line with the carer's needs at that point.

Timescales

We aim to respond to requests for support within a maximum of 3 working days, and where we are helping complete an ACSP, to do this within 28 days.

We recognise your caring role can sometimes cause delays, so we'll work to your timings wherever possible.

How we use your information

We encourage you to register with the Carers Service.

This means your details will be held on our database, and you'll receive newsletters and mailings from us, by post and electronically (depending on your preferences) with information that may be relevant and interesting to you in your role.

We don't share your details with other agencies, but may occasionally mail information on their behalf where it's of interest to carers.

Quarriers Carer Support Service (Moray) supports carers to complete an Adult Carer Support Plan (ACSP) that identifies their support needs and appropriate help to meet those needs. We do this on behalf of Moray Council. The information we gather through your ACSP is shared with Moray Council, to ensure they have a complete picture of the lives of carers and those they support, and to make it possible for the right services to be put in place when required.

Once you've completed your ACSP, we will agree an action plan with you, which may include putting you in touch with other specialist organisations, able to give you the best information or support for your circumstances, or those of the person you care for.

Anonymous data from your ACSP is also required by Scottish Government for statistical and research purposes. We submit anonymised records to Scottish Government twice-yearly, as part of the Carers Census, a national data gathering exercise to help ensure the Government remains aware of the numbers of carers, the nature of their caring roles, and the impact caring has on those who provide it.

You can agree to any/all/none of these uses of your data during your registration and ACSP completion process.

You can also ask to be removed from our database at any time, after which we will no longer hold your information to make contact. Should you change your mind, a quick call to us is all that's needed to initiate contact again.

We will always tell you what we do with your data.

For more information about how Quarriers uses personal data, see the Privacy Notice on our website at www.quarriers.org.uk

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