

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CABINET****23<sup>rd</sup> JULY 2015****REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES****ANNUAL REPORT ON THE CWM TAF CARERS INFORMATION AND CONSULTATION STRATEGY 'Informed Carers'****Author: Bob Gatis, Service Director, Adult Services  
Tel. No. 01443 425527****1.0 PURPOSE OF REPORT**

To provide the annual report on progress on the Cwm Taf region Carers Information and Consultation strategy, for reporting to Welsh Government.

**2.0 RECOMMENDATIONS**

It is recommended Cabinet:

- 2.1 Note the contents of this report and the action plan for the delivery of the Carers Strategies (Wales) measure.
- 2.2 Agree to the annual report on the Carers Information and Consultation strategy.

**3.0 BACKGROUND**

- 3.1 The Carers Strategies (Wales) Measure places a statutory duty on each Local Health Board in Wales and the Local Authorities falling within their area, to work together to develop and implement a Carers Information and Consultation Strategy setting out how they will work together to assist and include Carers
- 3.2 Cwm Taf University Health Board are designated as the lead authority within the regulations for the delivery of the strategy but have to include the Local Authorities, third sector organisations and Carers. The strategies need to:
  - set out how information and guidance will be provided to carers, that will assist them in carrying out their caring role effectively; and
  - set out how carers will be consulted and involved in decisions affecting them and those they care for.
- 3.3 There is also a requirement to report on an annual basis to the Welsh Government progress on the strategy.

- 3.4 The Cwm Taf Strategy, 'Informed Carers' was approved in October 2012 within Rhondda Cynon Taf through delegated decision, and covers the three year period 2012 to 2015. The Cwm Taf strategy meets the requirements of the Measure and has been approved by Welsh Government. The six aims of the strategy are:
1. Carers of all ages are always able to access relevant and timely information
  2. Carers of all ages will be recognised as partners in care and recorded on appropriate systems
  3. Carers of all ages will be able to access appropriate training to suit their needs and circumstances
  4. Staff training and development will enable staff to identify and support Carers appropriately
  5. Carers Needs Assessments will be undertaken by all appropriate and trained staff
  6. Carers will be engaged in decision making that affects them and the person they care for
- 3.5 The Cwm Taf strategy was launched in June 2013. Alongside the Strategy, an action plan to deliver the strategy has been agreed covering the period 2012 -2016.
- 3.6 In order to deliver the strategy there is a multi agency group which meets on a quarterly basis to monitor the performance measures of the three year action plan.
- 3.7 In order to comply with requirements this draft has been forwarded to Welsh Government but they are aware it is subject to change following any observations Cabinet may wish to make.

#### **4.0 ANNUAL REPORT**

- 4.1 Attached at Appendix 1 is the draft annual report for 2014 -2015. It provides an overview of the work to-date.

The report highlights:

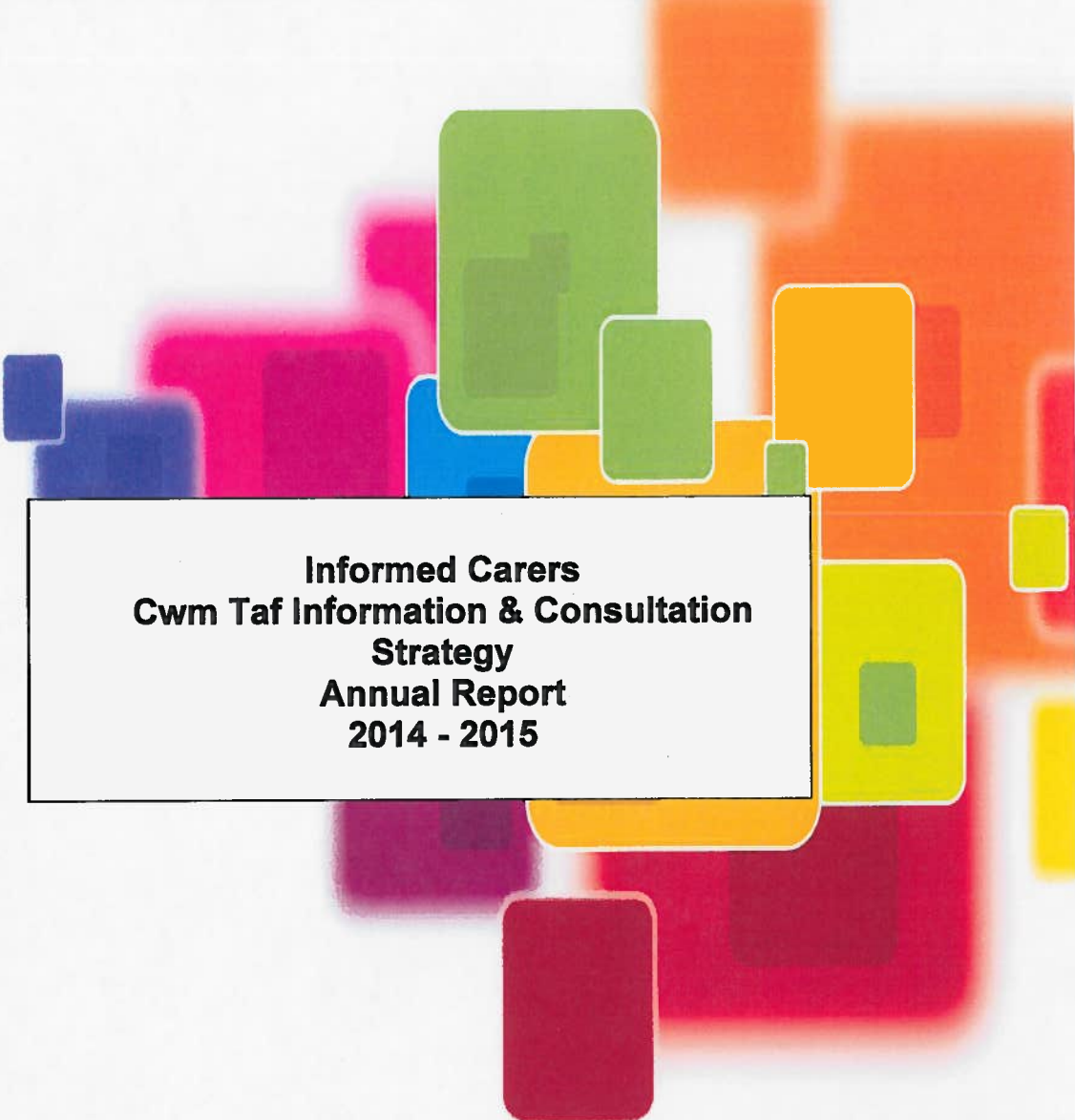
- The development of an accredited awareness raising training for primary health care staff
  - Raising awareness of Carers issues to Health and Social Work degree courses
  - A significant increase in Carers champions across RCT and a second carers champions conference
  - 15 of 17 RCT comprehensive schools have a carers champion
  - Training events and workshops reached 800 Carers across RCT
  - A refresh of the Carers A-Z information booklet.
- 4.2 The report also identifies that through the work on the strategy more Carers are coming forward with a 31% increase in referrals to the Carers project.

## 5.0 **CONCLUSION**

- 5.1 The Cwm Taf region in line with Welsh Government requirements have produced a three year Carers Information and Consultation Strategy.
- 5.2 An annual report for 2014 -2015 has been produced highlighting the positive progress that has been made on implementing 'Informed carers'



# Appendix 1



**Informed Carers  
Cwm Taf Information & Consultation  
Strategy  
Annual Report  
2014 - 2015**



**MERTHYR TYDFIL**  
County Borough Council  
Cyngor Bwrdeistref Sirol  
**MERTHYR TUDFUL**



PRYDEBU | EDURCHU  
**RHONDDA CYNON TAF**  
UNIVERSITY HEALTH BOARD



**GIG**  
CYMRU  
**NHS**  
WALES | Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board

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**Cwm Taf  
Annual Report for Welsh Government 2014 – 2015  
Cwm Taf Information and Consultation Strategy  
Informed Carers**

## **1. Background**

The Cwm Taf Information and Consultation Strategy ('Informed Carers') seeks to meet the objectives of the Carers Strategies (Wales) Measure 2010. It determines how information and guidance will be provided to Carers, which will assist them in carrying out their caring role effectively. It also defines how Carers will be consulted and involved in decisions affecting them and those they care for.

The implementation of 'Informed Carers' is overseen by the Carers Measure Steering Group, which is a multiagency group with representatives from Rhondda Cynon Taf (RCT) Local Authority, Merthyr Tydfil Local Authority (MT), Cwm Taf University Health Board (UHB), third sector and Carers. The group meets on a quarterly basis to monitor the outcomes and performance measures for the 3 year action plan.

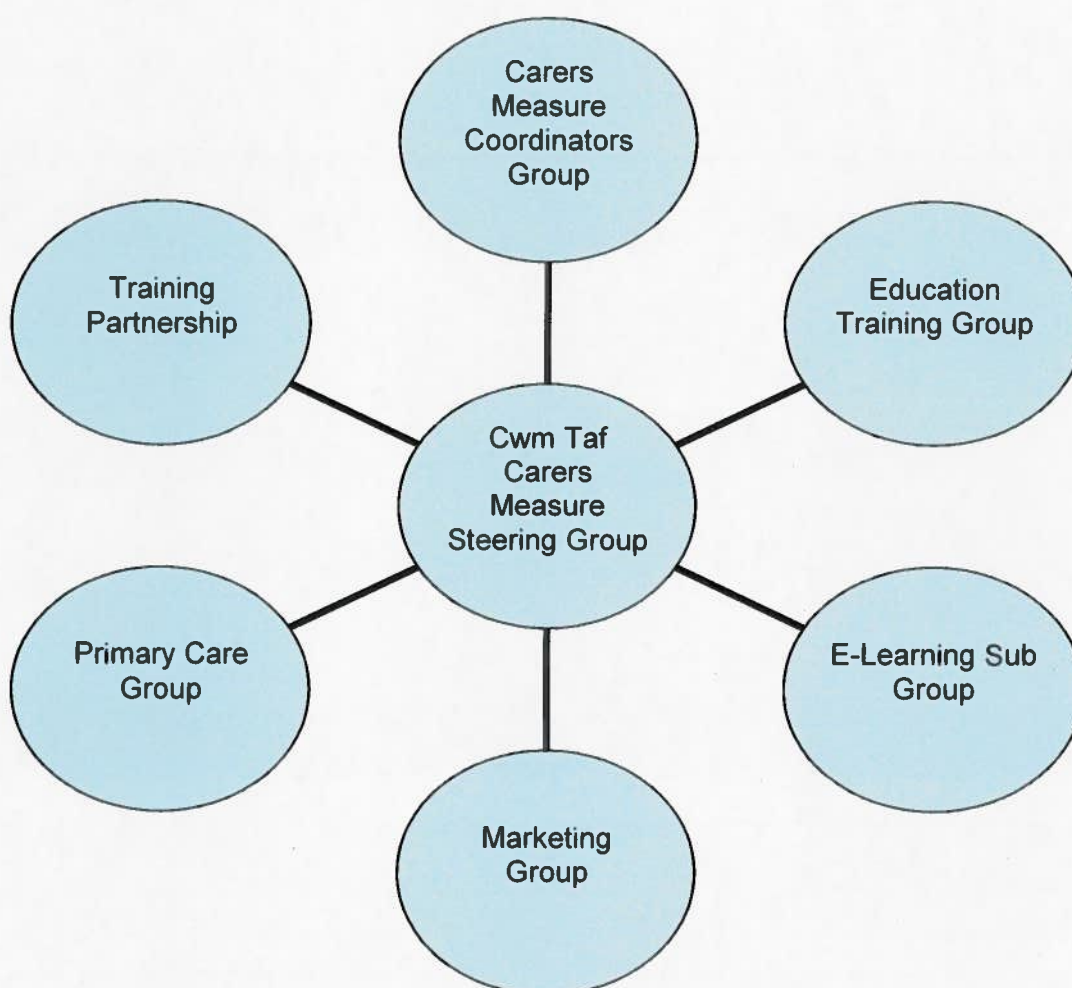
The Cwm Taf Carers Measure Steering Group is committed to ensuring that the Carers Measure is embedded in all key plans; such as the Single Integrated Plan, the Older People's Strategy, Partner Corporate Plans and University & College training plans. The Information & Consultation Strategy also dovetails with the RCT and the Merthyr Tydfil local Carers Strategies. The Carers Measure Lead and appropriate Coordinators are members of RCT Carers Strategy Group and Merthyr Tydfil Carers Network.

The Cwm Taf Carers Measure Steering Group recognises the need to work with partner agencies, including education, Job Centres and the third sector, to ensure that Carer Awareness training is embedded throughout all sectors as early as possible. This allows the maximum impact of the Measure to be realised, resulting in positive outcomes for Carers of all ages.

## 2. Task Groups

The Cwm Taf Information & Consultation Strategy has the following multi agency implementation Task Groups to provide direction and to ensure collaborative working:

- Carers Measure Coordinators Group
- Education Training Group
- E-learning Sub Group
- Marketing Group
- Primary Care Group
- Training Partnership



Representatives include:

- Carers
- third sector
- Cwm Taf University Health Board
- Merthyr Tydfil County Borough Council (CBC)
- Rhondda Cynon Taf County Borough Council (CBC)
- NHS Wales Informatics Service (NWIS)
- Further and Higher Education Establishments
- Agored Cymru



### 3. Key Aims

We recognise the need to improve information provision, recognition and support to Carers in Cwm Taf and as a result have identified six key aims:

- **Key Aim 1:** Carers of all ages are always able to access relevant and timely information
- **Key Aim 2:** Carers of all ages will be recognised as partners in care and recorded on appropriate systems
- **Key Aim 3:** Carers of all ages will be able to access appropriate training to suit their needs and circumstances
- **Key Aim 4:** Staff training and development will enable staff to support Carers appropriately
- **Key Aim 5:** Carers needs assessments will be undertaken by all appropriate and trained health and social care staff
- **Key Aim 6:** Carers are engaged in decision making that affects them and the person they care for

Areas of work have been designed to complement each of the aims identified.

### 4. Key areas of work

Throughout 2014-15, Merthyr Tydfil CBC, RCT CBC and Cwm Taf UHB have built upon the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers.

Key areas of work have included; the training of students at the University of South Wales, ensuring the future workforce are Carer Aware; the recruiting of Carers Champions throughout Health & Social Care and the third sector, ensuring Carer Awareness is embedded into various departments and organisations; and the provision of various Carer Aware training to further expand the knowledge of both Carers Champion and staff throughout Cwm Taf.

*Please note work listed below is complemented by local Carers services. Further work is being carried out for Carers of all ages within each respective Carers Service.*

#### ***i) Utilisation of Intermediate Care Fund***

Following a successful bid to the Cwm Taf Intermediate Care Fund the Agored Cymru Accredited GP Award was developed and implemented across 8 GP Surgeries.

Working in Partnership with Agored Cymru, an accredited training unit was developed in order to raise awareness (*see appendix 1*), up skill Primary care staff and improve support for Carers in Primary Care settings.

The module was developed through the Carers Measure Training Partnership working collaboratively with Agored Cymru. The assessment framework includes:

- the development of a Carers Pathway
- a standardised referral form
- completion of the Carer Awareness e-learning module
- providing relevant and timely information and signposting to Carers of all ages
- the production of case studies
- referrals to appropriate support services
- improved recording of Carers on relevant systems

This funding allocated in November 2014, allowed the appointment of a Carers Development Officer within the UHB, with the primary aim of engaging with GP surgery staff in the rollout of this award.

### **So what?**

- Following the success of the pilot of the Agored Cymru GP Awards, 8 of the GP Surgeries (totalling 12 Carers Champions) across Cwm Taf have now achieved the award. Subject to evaluation and available resources, rollout will begin in the additional 38 Surgeries across Cwm Taf.
- An Increase in referrals to Carers Support Services (ref.pages 13 & 14)
- Dedicated 'Carers Corner' in surgeries holding up to date information for Carers
- Enhanced staff motivation and understanding of Carers amongst Primary care staff
- Increased levels of staff training through the use of the Carer Aware e-learning package(appendices 6a, 6b & 6c)
- Initial development underway in producing a GP's Carers Champions Network to provide Peer Support to identified Champions
- This unit is now available to be adopted by other Local Health Boards nationally through Agored
- A fast track appointment system has been adopted in some GP surgeries

"GP surgeries are the frontline for many Carers, I have experienced lots of problems over the years with medical appointments but since the implementation of the Carers' Measure and the appointment of a Carers Champion at our surgery it has made life so much easier and less stressful. We now have a fast-track facility at our surgery and are seen in a far more 'autistic friendly' environment. We can wait in a room which has low lighting and is quiet and away from the crowds at reception, which is much more comfortable for Sarah. My recent experience at the surgery with Sarah was completely different to previous

appointments. The doctor went out of her way to ensure the visit was as stress-free as possible, it made such a difference." *Irene Burton, RCT Carer*



*Sarah Burton, daughter of Irene Burton, RCT Carer*

### **Next Steps?**

- Rollout of the Agored Cymru GP Award across all Cwm Taf Primary Care settings
- Further development of the unit to allow rollout of the Award through other sectors, including social care, job centres, third sector.
- Further development of the GP Carers Champion network to include social care staff, in order to establish an integrated Health and Social Care Carers Champion Network.

### **ii) *Improved Carer awareness of pre-registration social work and nursing degree students across South East Wales***

The work initiated in August 2013 with the University of South Wales has now developed and rolled out to social work degree students.

From April 2014 to March 2015, 436 University students have been trained in Carers Awareness workshops which are being delivered at the University of South Wales and through online tutorials. Carer involvement has featured highly in each of the workshops delivered, reinforcing the issues faced daily by Carers and allowing Carers to have a voice (*see appendix 2*).

Following the workshops, students undertook the Carer Aware e-learning in order to further enhance their knowledge of Carers.

Work between local Carers services and the University of South Wales allowed the production of Young Adult Carer and Young Carer digital case studies. These have been utilised when training staff in Carer Awareness.

Presentations have been delivered to Further Education students and staff in Coleg y Cymoedd and Merthyr Tydfil College, in order to raise awareness of Carers.

### So what?

- Cwm Taf has been influential in ensuring the awareness of Carers is placed on the agenda within Higher Education settings. Raising awareness of Carers at this stage will allow for early intervention and potential prevention of Carer breakdown.
- An increased number of students undertaking the Carer Aware e-learning module (appendices 6a, 6b & 6c)
- Improved relationships with Further Education staff and improved networks.
- Enabling Carers to have a voice
- Collaborative working enabling co production and reciprocal working

### Next steps?

- Further workshops have been planned for both nursing and social work degree students
- Explore further collaborative opportunities
- A Telecare simulation suite will be installed into the University of South Wales to enhance the training needs of Health and Social Care students and also enable students to inform Carers of the assistive technology available.

### *iii) To widely recruit Carers Champions across the Partnership area*

Carers champions have been recruited widely across the Cwm Taf region. This has included the third sector, health settings such as hospital wards and GP surgeries and CBC departments such as social care teams, Communities First, Leisure, Libraries, Housing, Education, One4All Centres, One Stop Shops, Job Centres and 50+ Fora. Presentations have been delivered to a wide range of departments across various sectors within Cwm Taf.

<b>Number of Champions Identified</b>	<b>Merthyr Tydfil</b>	<b>Rhondda Cynon Taf</b>	<b>UHB</b>	<b>Total</b>
<b>2013-14</b>	13	21	98	<b>132</b>
<b>2014-15</b>	16	76	52	<b>144</b>
<b>Total</b>	<b>29</b>	<b>97</b>	<b>150</b>	<b>276</b>

Further Carers Measure funding was provided in October 2014 to progress with the identification of Carers Champions across Comprehensive Schools in RCT. In RCT 15 out of 17 (89%) of Comprehensive schools now have Carers Champions and 4 out of 4 (100%) in Merthyr Tydfil.

Working with the Carers Champions established in schools, RCT's Young Carers Support Worker is piloting the Schools Award, which incorporates three levels of attainment; bronze, silver and gold. This aims to complement the existing work being carried out under the Measure and further enhance Carer Awareness amongst education settings. The awareness raising amongst education settings has impacted upon the referrals received by RCT Young Carers Service. In 2014-15, 11% of referrals came from schools compared to 3% in 2013-14.

Identifying Carers Champions within Job Centres has enabled the development of Carers themed mornings. This results in Carers Support Project staff providing an outreach service to identified Carers, informing them of the support available and signposting them to relevant support service, e.g. Citizens Advice Bureau.

"Thank you so much for the time you spent explaining everything to me, it was such a great help and I already feel more confident about my role as Carers Champion. It's so nice to have the information to hand and know where to signpost my customers for further support".  
*Job Centre Carers Champion*

### So what?

- A Carers Measure Teachers Guide has been produced in order to further inform education staff of Young Carers

#### Web link to Carers Measure Teachers Guide:

<http://www.rctcbc.gov.uk/en/healthsocialcare/carers/adultcarers-supportandadvice/adultcarers-supportandadvice.aspx>

- An increased number of Carers Champions have been recruited widely. This has allowed for further front line public facing staff, such as those in libraries and One4All Centres to be more Carer aware
- Clearly identified Carers Champions, acting as a single point of access for GP's and other Primary Care staff
- An increased number of staff undertaking the Carer Aware and Young Carer e-learning modules. (appendices 6a, 6b & 6C)
- Specific Carer Awareness training has been provided to Carers Champions in order to further up skill Champions to enable them to carry out their role effectively.

- A Carers Champion within a comprehensive school in RCT has developed a Young Carers support group based in their school, in order to provide further support to Young Carers.
- Carers are aware of support services available when seeking employment.
- By having a dedicated up skilled Carers Champion, it enables more efficient use of GP time, and provides the Carer with a designated point of contact for information and support.

**Case study:** Mrs A was caring for her husband who has prostate cancer and colitis. This was seriously impacting on their ability to leave their home for any length of time due to the need to have ready access to public conveniences. Mrs A had visited an RCT One4all Centre in order to obtain a RADAR key to access disabled toilets on six occasions without success. Mrs A contacted the Carers Support Project who liaised with the Carers Champion in the One4All Centre, who having been trained in Carers Awareness was sympathetic to the needs of Mrs A as a Carer. A RADAR key was secured and Mrs A was able to collect it the following day. Mr and Mrs A's quality of life has been considerably improved as a result.

### Next Steps?

- Continued identification of Carers Champions across the Cwm Taf Region
- Produce and deliver Carers Champion in house training to provide sustainability in increasing Carer Awareness amongst Champions
- Rollout of Carers themed days in Job Centres
- Complete pilot of the Schools Award and rollout Award across RCT schools

#### iv) *To provide appropriate training to meet the needs of staff across the Partnership area*

	Merthyr Tydfil	Rhondda Cynon Taf	UHB	Other	Total
<b>2013-14</b>	30	218	210	0	<b>458</b>
<b>2014-15</b>	54	1689	364	Job Ctr – 7 Third sector – 3 University – 436 Total = 446	<b>2595</b>
<b>Total</b>	<b>84</b>	<b>1907</b>	<b>574</b>	<b>446</b>	<b>3011</b>

In addition to the above all staff in Cwm Taf UHB, MT and RCT Council have received information in their payslips, through the Carers Matters e-bulletin and regular information dissemination.

Carer Aware training has been commissioned and provided by Carers Wales specifically aimed at identified Carers Champions. 8 Training sessions have taken place this year, totalling 97 (2 for MT, 48 for RCT, 44 UHB and 3 in the third sector) Carers Champions being trained.

Carers Measure Coordinators frequently present at Team Meetings in order to raise awareness of Carers, including continuous professional development training for pharmacists. Staff are presented with information on the definition of a Carer, the issues Carers face, support services available and how they could support Carers that they encounter in their daily work practise. These sessions also provide a platform for the identification of Carers Champions within each team/department.

The Carer Aware and Young Carers E-learning modules continue to be rolled out to staff across the Cwm Taf footprint.

..."take a look at the Carer Aware E-learning, I completed it in stages over the course of a few days and found it really helpful, especially for the completion of Carers Assessments".  
*RCT Social Worker*

Work has been undertaken with NWIS in order to produce an All Wales Carer Aware e-learning resource in readiness for the licence expiry of the current Carer Aware package. This will provide a seamless transition and ensure future sustainability.

Carer Awareness has been embedded into training including inductions, safeguarding and Equality and Diversity training.

### **So what?**

- The training of Carers Champions has increased the recognition and support provided to Carers.
- A large cohort of Carers Champions have been up skilled in Carer Awareness and trained in the identification of Carers.
- Carers Champions' knowledge is now being disseminated to team members adopting the 'train the trainer' approach.
- An increase in general Carer enquiries from professionals to the Carers Services.
- An increase in the number of staff trained in Carer Awareness across a diverse range of Services.

### **Next Steps?**

- Continued rolling out of the e-learning modules.
- Continued work with NWIS in producing an All Wales e-learning package.
- Produce and deliver Carers Champion in house training to provide sustainability in increasing Carer Awareness amongst Champions.
- Continued attendance at team meetings to further raise awareness of Carers and identify Carers Champions.

- Continued support and monitoring of Carers Awareness in general LA's/UHB training, e.g. induction and safeguarding.
- v) ***To provide responsive training for Carers as identified through engagement with Carers***

A Training Needs Analysis was carried out with Carers in order to ascertain their training needs. As a result training provided has been targeted to meet those needs identified.

In RCT 43 training sessions and workshops have been provided, which resulted in 800 Carer attendances.

In Merthyr Tydfil 3 training sessions and workshops were provided, totalling 49 Carers attendances.

Specific training has also been provided for Young Carers and Young Adult Carers.

***Carers feedback regarding the support they receive from RCT Carers Project and the events provided:***

"So useful both physically, mentally and emotionally. An excellent support service".

"The Carers Project is a very special part of our care, without it we wouldn't find out what is available to us. The organisation is wonderful".

"Great opportunity to see old friends and meet new".

"As always the support from the Carers Project is brilliant, allowing Carers to get away from the stresses and anxiety of daily living".

**So what?**

- Carers training needs are identified and met which helps to assist them in their caring roles.
- Carers voices are heard.
- The Training Needs Analysis has enabled Services to be adapted and responsive to the needs of Carers and helps inform service delivery.

**Next steps?**

- Continued engagement with Carers regarding their training needs.
- Ongoing Carers training calendar.

v) ***Ensure relevant, timely and up to date information to Carers***

Carers information is consistently reviewed in order to ensure it is relevant and up to date. The Cwm Taf Carers A-Z Guide (*see web link*) was refreshed



to ensure its relevance and accuracy. To date over 30,000 A-Z's have been distributed across Cwm Taf.

Web link to Cwm Taf Carers A-Z Guide: [www.rctcbc.gov.uk/carers](http://www.rctcbc.gov.uk/carers)

To complement the work being carried out with education, a Carers Measure Teachers Guide has been produced. This guide will be made available to all education establishments across the Cwm Taf footprint.

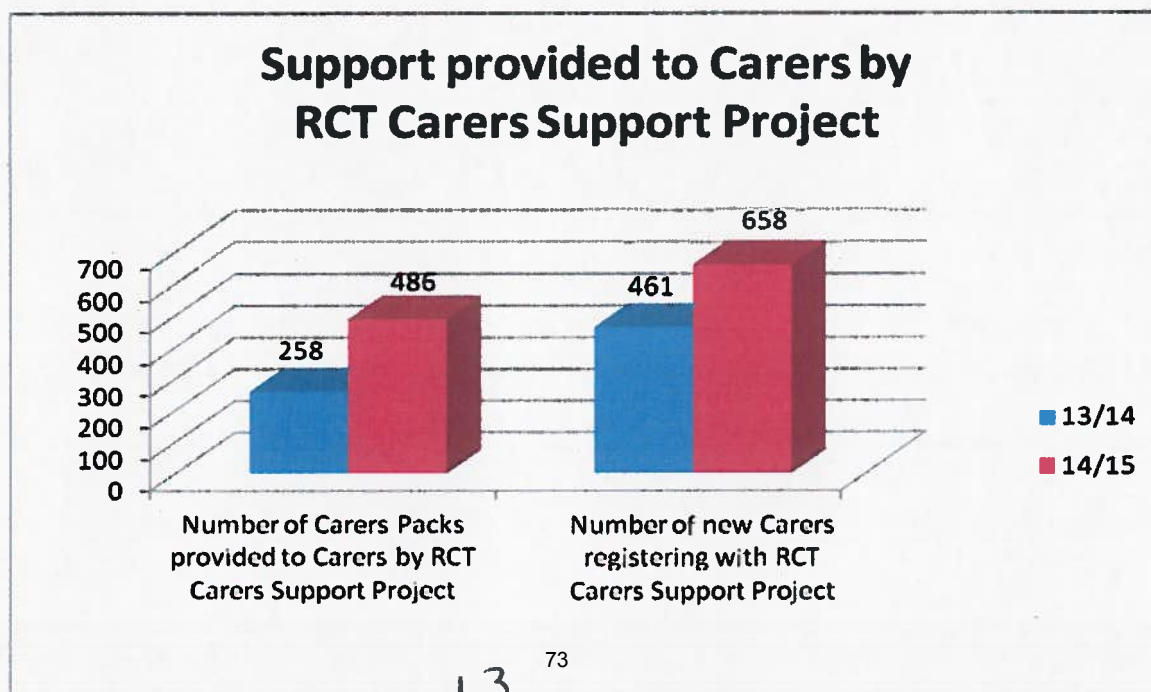
A Young Carers poster has been developed and has been distributed specifically to education settings across Cwm Taf, with the aim of informing education staff of Young Carers and improving recognition.

A Carers "business card" (see appendix 3) has been produced and disseminated to all Primary Care settings across Cwm Taf. This card provides Carers with contact information about their local Carer support services.

The Easy Read Version (see appendix 4) of the Cwm Taf Information and Consultation Strategy has been produced. Following consultation with a local organisation supporting people with disabilities the Easy Read version has now been made widely available.

Both the UHB and Local Authority websites are continually updated to ensure accuracy and accessibility of information provided to Carers.

In 2014-15, RCT Carers Support Project saw an increase of 80% in its information provision to Carers and an increase of 31% in new Carers registering with the Project compared to the previous year. (N.B. figures correct as of 28.04.15). In addition to the RCT Carers' Support Project, RCT has a number of contracts with third/independent sector providers to deliver "preventative" services for the benefit of Carers e.g. Crossroads, Ategi (Short Breaks), Impact (carers counselling) and the Alzheimer's Society. Their role includes keeping Carers up to date with information.



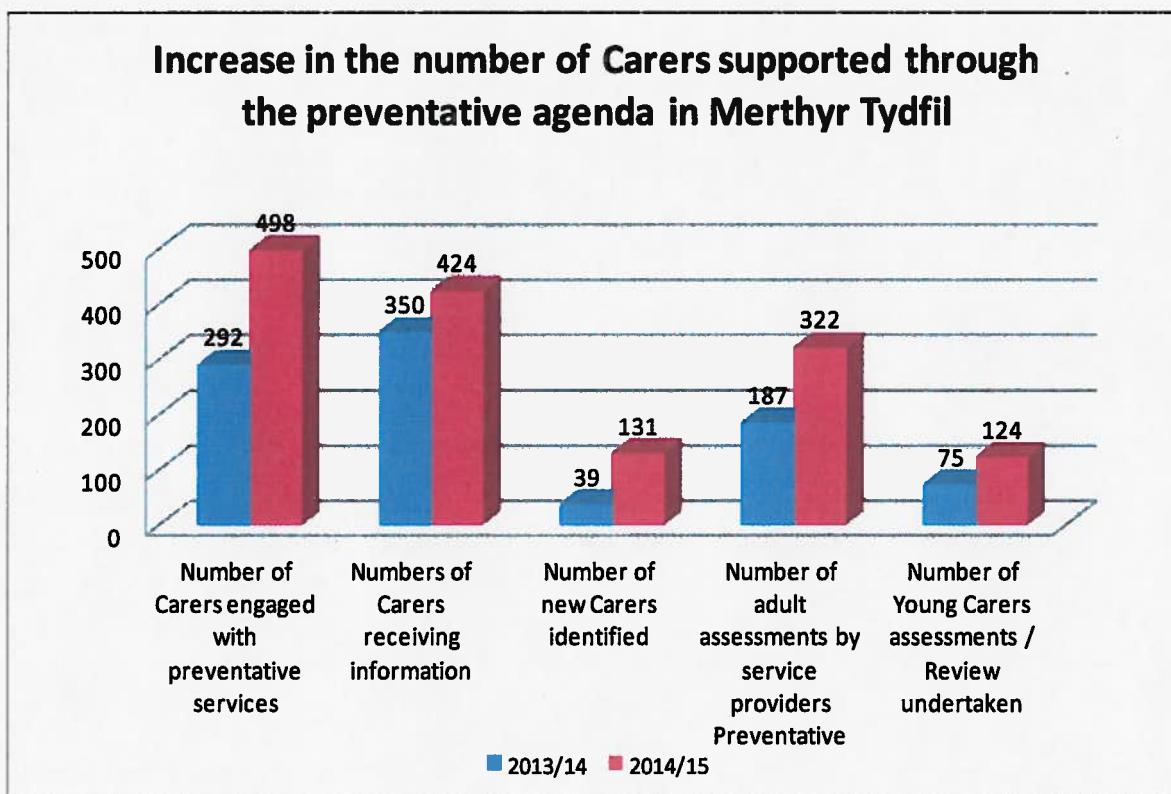
As part of Carers Week 2014 Radio interviews were held with local radio stations to highlight Carers Week and inform listeners of support services available.

RCT Carers Support Project reviewed their Project literature to ensure its accuracy. This updated information has been made available to Carers and staff across RCT.

Carers Newsletters in both MT and RCT Carers Services are sent to registered Carers, identified Carers Champions and are distributed widely across Cwm Taf.

Support for Young Carers has also been included within a new online Parenting resource which was launch by the Minister for Poverty and Communities – Lesley Griffiths AM in March 2014 was supported through the Flying Start, Families First and Communities First programmes. – web link <http://www.thinkfamilyparenting.org.uk/>

MTCBC contracts with a number of providers such as Crossroads, the Alzheimer's Society, MIND, Barnardos and Hafal to provide preventative services and information to Carers.



Increase in Social Media contacts identified 187 Facebook and 169 Twitter followers for the Merthyr Tydfil network.

**So what?**

- Carers are more informed as a result of the increase in information provision, which helps them to find out about how to access support available to them in their caring role.
- Staff and the general public are more informed of Carers and their rights.
- The Easy Read Guide ensured the accessibility of Carers Measure Information and Consultation Strategy.
- The A-Z helped to address any gaps in information provision.

**What next?**

- Annual review of the A-Z.
- Ongoing review and updating of information provision to Carers.

**vii) Ensure appropriate information for staff**

Carers Matters, a monthly electronic bulletin is distributed to all Carers champions for wider dissemination to all staff members. The bulletin contains relevant, timely and up to date information. This is also included in general staff briefings.

Carer information was included within the Payslip inserts which was distributed to over 25,000 staff members, with the aim of raising awareness of Carers amongst staff and help to enable staff to recognise themselves as Carers.

The UHB has included Carers information within their staff handbook provided to new recruits.

A variety of information is provided to staff across Cwm Taf and is also an important aspect of staff training activities. (*see point iv.*)

**So what?**

- Staff are kept up to date with the latest Carer developments.
- A vast number of staff were reached through utilising the Payslip inserts.
- Staff are able to signpost Carers to appropriate support services.
- The Carers Matters bulletin provides a forum for exchange of information, providing specific information regarding Young Carers

**Next Steps?**

- Ongoing production of Carers Matters.
- Ongoing provision of training and incorporation of Carer Awareness in general staff training.

### **viii) Raising Awareness of Carers**

Cwm Taf have worked with Primary Care to ensure that the majority of GP Surgeries now have dedicated Carers notice boards. This enables the display of relevant, up to date information which is readily available to Carers.

Presentations have taken place at Pharmacist CPD events to raise awareness and recruit Champions. Following this, we worked with Pharmacies to include Carers Support contact information on prescriptions, and have produced stickers for dispensary bags.

Collaborative working with the third sector has led to information days being held in Secondary care settings to share information and help promote and raise awareness of Carers amongst the public and staff members.

As part of the continued work with Universities, information stands are made available at Carer Aware training days with students. This complements the theoretical side of the training.

RCT CBC, MT CBC and Cwm Taf UHB'S Draft Joint Commissioning Statement for Older People's Service 2015-2025 seeks to include a section on Carers and recognise the provision of care across Cwm Taf.

As part of the Keep Well This Winter initiative, Carers information has featured on a page of the 50+ calendar, which is widely distributed across Cwm Taf.

Local Carer's Projects raise awareness of Carers through various means and staff continually attend local community events to raise awareness of Carers throughout the Cwm Taf region. For example, the Big Bite (Wellbeing Zone) a 2 day event with over 17,000 members of the general public attending, Community First events, Housing Association Tenant events and supermarket information stands.

#### **So what?**

- Cwm Taf UHB participated in Carers Week, which further raises awareness of Carers amongst health professionals and members of the public in contact with Health services.
- Health professionals through awareness-raising have developed knowledge regarding support services available to Carers. They are now able to signpost appropriately, which enables a more efficient access to services.

**Case study:** During Carers week, Care and Repair were one of the information stands which took part in the collaborative Carer information event in Prince Charles Hospital. A Doctor attended the stand to seek advice on home adaptations available for a patient in need. He was provided with the information and was able to make an immediate referral for his patient. This enabled a 'fast track' approach and the Doctor finding out about support services available, which otherwise he may not have been aware of. This reduced the

waiting time for the patient and provided an expedient hospital discharge.

- Dedicated 'Carers Corners' within GP Surgeries. With 4 out of 5 Carers first point of contact being GP surgeries, this allows early intervention and helps to prevent Carer breakdown.
- The diverse spread of information dissemination has resulted in enhanced Carer awareness in otherwise uncharted territory.
- Raising awareness of Carers has also helped to increase Carer recognition and enable individuals to recognise themselves as Carers and therefore receive appropriate information, advice and support.

### Next Steps?

- Work planned with other Primary and Secondary Care professionals, including dentists, opticians and district nurses.
- Continued support for key Carer events, for example, during Carers Week and Carers Rights Day.
- Ongoing attendance at partnership events.
- Continued identification of Champions across Health and Social Care, for example, Children's Services, Day Centres and Primary Schools.
- Sustained support for identified Champions in order to ensure they are kept up to date with Carer information and are able to support Carers appropriately.

### ix) *Ensuring Carers have a voice*

Carer representatives are members of the Carers Measure Steering Group and Task and Finish Groups. They are also involved in the recruitment of project staff and have played a key part in the implementation of the Measure.

Carers play a pivotal role in the delivery of University student training and Carer Champion Training, by sharing their stories of being a Carer and their experiences of Health and Social Care Services. Carers of all ages were also involved in the delivery of the annual Carers Champion Conference, providing an emotive and memorable experience for participants.

"I wanted to thank you for inviting me to volunteer to speak at this event. Having thoroughly enjoyed the experience I would love to be invited back to a similar event in the future". *Quote from a Carer involved in Carer Aware University Workshops*

Collaborative work with the University of South Wales has resulted in the production of Young Carer and Young Adult Carer digital case studies being developed. These have been and will continue to be used for training purposes.

RCT Carers Support Project has developed Carers digital stories with Carers of all ages (*see web link*), allowing them to share their stories and experiences of being a Carer.

**Web link to the RCT Carers Digital Stories:** [www.rctcbc.gov.uk/carers](http://www.rctcbc.gov.uk/carers)

Both the Case studies and the digital stories were showcased at the second annual Carers Champion Conference.

Carers were consulted via a Training Needs Analysis survey to identify their training needs. Carers were also afforded the opportunity to offer their own views and suggestions on how Services could further meet their needs. As a result of this, support services have been tailored to meet the needs identified.

Age Connect Morgannwg's Breakthrough Project allowed Carer related questions to be included in their Quality of Life Survey. This provided the opportunity for Carers to be identified and provided with a platform to feedback their needs and experiences.

Young Carers across Cwm Taf were consulted regarding the production of Young Carer poster and pop up banners. They formulated the content and designed the posters and banners.

**Web link to the Young Carers Poster:**

<http://www.rctcbc.gov.uk/en/healthsocialcare/carers/youngcarers/youngcarers.aspx>

Continuous work by local Young Carers Project is carried out, ensuring Young Carers have a voice in service delivery and the designing of services to meet their needs.

### **So what?**

- Following the knowledge and experiences of Carers on the Steering Group and Task and Finish Groups, they have provided direction for the implementation of the Carers Information and Consultation Strategy.
- Students and professionals report that Carer involvement in the training they receive is a powerful learning tool and is the most beneficial part of the training process.
- The training needs analysis allow services to be tailored to meet the specific needs of Carers, therefore support them appropriately in their caring roles.
- Carers who participated in the Quality of Life survey were provided with Carer support information where requested.
- Following the Carers Champion conference, a GP Surgery has requested that training is provided to their GP's in order to raise awareness of Carers.

- Allowing Young Carers to have a voice in the production of Young Carer publicity material allows the end product to appeal to Young People and encourages recognition of Young Carers.

### **Next Steps?**

- The Supporting Carers Survey will be re-visited to enable us to ascertain the impact of the Carers Measure.
- Carers will continue to be involved in the implementation of the Measure, providing direction at each stage.
- A Carers Champion Conference will be organised for Spring 2016
- University workshops are ongoing and Carers will be involved in training delivery to ensure maximum impact of all training provided.
- In house training will be developed aimed at identified Carers Champions and Carers will be identified to be involved in the delivery of this training.
- Carers will be consulted regarding local Carers support delivery where appropriate.
- Potential follow up of the National Survey for Carers, subject to funding.

### **x) Carers Champion Conference**

Following the success of the inaugural Carers Champion conference, the second conference was held in March 2015, with over 120 individuals attending, this included Carers, Health and Social Care professionals and a representative from Welsh Government (see appendix 5).

The Conference provided a platform to celebrate the success of the implementation of the accredited Agored Award for Carers Champions in 8 GP Surgeries. Certificates were presented to successful Champions.



A group of Rhondda Cynon Taf Young Carers attended to perform a song they had written and produced themselves to illustrate the 'hidden' lives of Young Carers called 'Behind Closed Doors'.



### So what?

- General awareness was raised of Carers of all ages
- The event enthused and motivated attendees to sustain momentum of the work achieved under the Carers Measure thus far.
- An increase of 159 Carers Champions since 2013-2014.
- A GP Surgery has requested that training is provided to their GP's in order to raise awareness of Carers
- A presentation regarding the rollout of the Agored Cymru Award will now be made to the next GP Practice Managers Network Meeting, involving three practice Managers whose surgeries have gained the Award.
- As a result of third sector presence at the Conference requests were made for training of third sector Champions.

#### **Quotes from the Carers Champion Conference:**

"The DVDs were very powerful"

"Information stands were brilliant, so many people!"

"People I spoke to felt very positive and enthusiastic" *Cwm Taf UHB EPP Coordinator*

"Thank you for what turned out to be a very successful and inspiring day...we made quite a few contacts and were very pleased to meet Carers Champions from many of the Primary Care Practices...let alone education and Social Services...making these connections with GP's has always been difficult, so knowing that people are now in place who know how to help is both heartening for Stroke survivors and their Carers... and really helpful for me. We gave out a total of 125 separate pieces of information on our



services (Cwm Taf, Wales and UK wide) and hope to see quite a few Carers Champions contact us about how we may be able to help them in the future". *Stroke Association*

### **Next Steps?**

- A Carers Champion Conference will be organised for Spring 2016
- Ongoing work with partner agencies in raising awareness of Carers and ensuring staff are appropriately trained in Carer awareness.

### ***xi) Improved Identification of Carers***

The recruiting of Carers Champions and the variety of Carer Aware training available has helped to improve the identification of Carers amongst Health and Social Care staff.

The recording of Carers has now been incorporated into the Core Data of Medical Record documentation within the UHB. A more consistent approach has been adopted within GP Surgeries for recording Carers on information systems in order for them to be supported appropriately.

Rhondda Cynon Taf has seen an increase of 31% in Carers Support started with the Project compared to 2013-14. Referrals from GP Surgeries to Carers Support Services have increased substantially. Young Carer referrals have also increased owing to the work being carried out with schools and education staff across the region.

Third sector organisations have included the "Are you a Carer?" question within their referral and registration forms.

**Outcome:** As a result of collaborative working, Age Connects Morganwg has now incorporated Carer recording within their referral forms. This allows the identification of Carers and ensures the correct support is provided.

### **So what?**

- Carers are recognised as partners in care and recorded on appropriate systems.
- Early identification of Carers prevents Carer breakdown.
- Carers are now firmly on the agenda for Primary Care Services.
- An increase in Carer referrals has resulted in more Carers been made aware of their rights and support available.
- Young Carers Services in MT and RCT have been redesigned as a result for the demand for the service and consultation carried out with Young Carers.

### **Next Steps?**

- Carers Champions will continue to be identified across Cwm Taf.
- The continued rollout of the Agored Cymru GP Award which will help to increase Carers referrals and ensure consistency in the recording of Carers.

- The continued provision of training to Carers Champions and Health and Social Care staff to ensure their continued professional development.

### **5) Performance Monitoring**

Performance monitoring reports are presented to the Carers Measure Steering Group on a quarterly basis. These include the progress made and key performance indicators, as requested by Welsh Government. Please see *Appendix 6a, 6b and 6c* for 2014-15 performance indicators. There is a difference in which data is collected between partners. However, we are working together to improve consistency.

### **6) Conclusion**

Throughout 2015-16, Merthyr Tydfil CBC, RCT CBC and Cwm Taf UHB have built upon the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers.

Key areas of work have included; the training of students at the University of South Wales, ensuring the future workforce are Carer Aware; the recruiting of Carers Champions throughout Health & Social Care and the third sector, ensuring Carer Awareness is embedded into various departments and organisations; and the provision of various Carer Aware training to further expand the knowledge of both Carers Champion and staff throughout Cwm Taf.

Additional funding from the Intermediate Care fund and additionally the Carers Measure has enabled Carer Awareness to be driven forward within Primary Care, and the introduction of the Agored GP Award has helped to reinforce learning producing meaningful and tangible outcomes for Carers.

#### *Looking Forward:*

The Cwm Taf Partnership are concerned that the repeal of the Carers Measure and associated funding could reduce the service being provided and thus impact on the support available to Carers. The repeal of the Carers Measure and the potential resulting lack of funding going forward would result in:

- loss of Carers Measure Coordinator posts
- reduced recruitment of Champions
- momentum would be lost
- fewer resources to train staff in Carer Awareness
- number of Carers Awareness events would diminish due to lack of resources and funding
- a potential reduction in information and support to Carers - there would be a need to ensure that the new Information Advice and Assistance (IAA) provision in the SS Wellbeing Act recognises the needs of Carers

- an emphasis on care in the community with resulted extra caring responsibilities on Carers. More support will be required in order for Carers to feel support and sustain their caring roles.
- a reduction support and Carer Awareness could result in a potential increase in Carer breakdown, which could result in an increase in hospital admissions and further strain in general of health and respite services.

However, the corresponding opportunity is that implementation of the SSWB (Wales) Act 2014 in April 2016, will negate the repeal of the Carers Measure and will therefore need to ensure that the legacy of the carers measure is continued as part of everyday core business.

Therefore, Cwm Taf feels it is vital going forward to safeguard the progress and developments already made under the Measure and put provisions in place to ensure its longevity. It is essential to prevent any negative impact on Carers services and support and ensure the continued development and raising awareness of Carers throughout the region.



## New unit / amended unit approval

<b>Approved Centre (AC):</b>	Cwm Taf University Health Board
<b>Co-ordinator:</b>	Jayne Komor
<b>Co-ordinator E-mail Address:</b>	<a href="mailto:Jayne.Komor@wales.nhs.uk">Jayne.Komor@wales.nhs.uk</a>

### TYPE OF UNIT SUBMISSION:

<b>New units for approval</b>	1
<b>Amendments to approved units</b>	

<b>Units Approved</b>					
Title	Code	Level	Credit	English / Welsh	Sector
Supporting Carers		1	2		

**I confirm that this submission has been subject to the Agored Cymru quality procedures as detailed in the Centre Recognition document.**

**I confirm that the above 1 units have been approved as suitable for**

- Use by all Agored Cymru centres**
- Use by the submitting centre only**
  
- The unit(s) has also been submitted for inclusion on the CQFW**

<b>Person authorising unit approval:</b>		<b>Date:</b>	
--	--	--------------	--

<b>Unit Title:</b>	Supporting Carers
<b>Level:</b>	1
<b>Credit:</b>	2
<b>If an age restriction is required, please specify age and rationale:</b>	
<b>Does the unit require pre-requisite learning: if so include the statement - It is suggested that to complete this unit the learning from Unit XXXXX or equivalent knowledge should be completed.</b>	
<b>Welsh/English translation required:</b>	Yes
<b>Unit Code: (for Agored Cymru use only)</b>	

<b>Purpose and Aim of the Unit</b>	<b>To enable learners to identify Carers, to support them and to signpost them to relevant services</b>
------------------------------------	---

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand the role of a Carer.	1.1. Outline the role of a Carer. 1.2. Outline the challenges faced by the different Carer age groups.
2. Be able to identify Carers and record Carer information.	2.1. Utilise the current <b>NHS Carer Champion toolkit</b> 2.2. Identify Carers in own regional area. 2.3. Record Carers details on a Carers Database.
3. Be able to promote the role of the Carer Champion.	3.1. Demonstrate how to promote the role of the Carer Champion to: <ul style="list-style-type: none"> <li>• Internal staff</li> <li>• Carers</li> </ul>
4. Be able to support Carers.	4.1. Outline ways to communicate with Carers. 4.2. Identify how to support different Carer age groups. 4.3. Follow current processes in own place of work to refer Carers to <b>support services</b> . 4.4. Provide current information to support Carers.

**Mappings – please indicate below where applicable:**

Links to [NOS](#), [National Curriculum Standards](#) and [KSF](#)

[ESDGC](#) – Please indicate which of the ESDGC themes could be integrated into this unit:

Identity & Culture		Climate Change	
Wealth & Poverty		Health	
Consumption & Waste		The Natural Environment	
Choices & Decisions			

Unit breakdown	Directed input – Guided Learning Hours (GLH)	Additional activities hours (developing practice, reflection, research, study time, application of knowledge)	Assessment time (hours) – planning and completion of assessment tasks	Total time (hours)
Knowledge & understanding	Team meeting/presentation – 2 hours.	Research – 3 hours	Provide evidence and examples eg meetings with Coordinators, submit relevant work,	
Activity	Carer Aware e-learning - 2 hours Carers champion training – 2.5 hours	Record Carers – 2 hours Record keeping of referrals to support services – 2 hour.	Number of hours for the learner to do all the promotion, refer the three carers, supporting the five carers, completing the e-learning and identifying and recording the carers.	
Total hours	<b>GLH = 4.5</b>	7	8.5	<b>20</b>
<b>Credits (hours / 10) = 2</b>				

**Number of credits allocated to competency within the unit =**

**Number of credits allocated to knowledge within the unit =**

**Assessment information**

Please indicate below any specific assessment information to be used with this unit, explaining range statements and minimum requirements within assessment criteria:

**Carer include:**

- Young carers, (ages 5-18)
- Young adult carers.(ages 18-25)
- Carers (ages 25 and over)

AC1.2 Carer age groups as above. A minimum of two challenges for each age group.

**e-learning Toolkit:**

This toolkit promotes and raises awareness of Carers, recognising Carers needs and signposting appropriately. This includes signposting to local services.

To complete this e-learning toolkit go to: <https://learning.wales.nhs.uk/>

AC2.2 A minimum of five carers

AC2.3 A minimum of three Carers' details

AC3.1 A minimum of three ways for each.

AC4.1 A minimum of five ways.

AC4.2 Taking in to account the problems faced by the different carer age groups.

AC4.3 A minimum of three Carers

**Support services can include:**

- Carers Assessment
- Condition specific information and services
- Financial Support Services
- Carer Support Services

AC4.4 A minimum of three Carers.

AC4.3 and 4.4 Can be done in a simulated environment.

If not specifically stated in the assessment information, a **plural statement in any assessment criteria means a minimum of two.**

**For ALL SECTORS OTHER THAN Health and Social Care, Clinical Care, early years Care and the care of Children and Young People:**

For Health and Safety within units; unless otherwise stated in the assessment criteria:

Learners undertaking this unit are expected to implement safe practices in accordance with the relevant settings. Any learner who has not achieved a unit for health and safety practices can be assessed for this as they complete the vocationally specific unit.

The areas of H&S that must be evidenced as incorporated into the achievement of this unit are:

- Selection and wearing of the relevant protective clothing for the task
- Selection of the relevant safety equipment for the task
- Complying with all work station / safety signs
- Ensuring a tidy work area at all times
- Lifting and carrying of materials and tools in accordance with institutional code of safe working



practices

- Selection and using of correct tools for the task
- Cleaning and storing of tools in accordance with institutional code of safe working practices
- Identification, and where relevant the reporting, of potential hazards relating to tools and materials
- Demonstration of due regard for the health and safety of self and others
- Disposal of waste materials in line with legislative and local expectations

**For Health and Social Care, Clinical Care, early years Care and the care of Children and Young People:**

To meet standards for clinical governance, organisational liability, professional and regulatory requirements, all new units containing assessments that are competence based and are for learners who are employed in, or volunteering in, health and social care, clinical care or childcare settings:

- **Learners must have completed any mandatory H&S training or education required for their job role**
- **Context-specific health and safety must be explicitly stated WITHIN individual units**

**Assessor requirements**

Should there be any specific assessor requirements to be used with this unit?

If yes, then please specify:

Should there be any prescribed assessment methods for this unit?

Y/N

**Recognition of Prior Learning (RPL):**

This unit can be achieved through an RPL process. Partial learning outcome achievement is possible with use of the relevant assessment methods to achieve the remaining learning outcomes. Any evidence submitted must be verified both internally and externally.

For more information regarding the RPL process please use the website [RPL policy which is in the centre handbook](#) or contact an Agored Cymru office.

**Workshop Programme  
Glyntaff Campus  
(Room 7119) – Main Lecture Theatre  
Aneurin Bevan Building  
University of South Wales Treforest CF37 4BD**

**Friday 25<sup>th</sup> July 2014**

9.00am - Carers Measure – Putting it into Context –  
The Need to Identify Carers - Jayne Komor –  
Carers Measure Lead – Cwm Taf University Health Board (UHB)

Naheed Ashraf – Carers Measure Lead – Aneurin Bevan LHB

9.20am - DVD – Edie’s story

9.40am – Carers Support Projects – Kerris-Olsen Jones RCT CBC/  
Elaine James MT CBC

9.50am – “Cupcakes” DVD

10.00am – “Lyn’s story” – Energy Efficiency - DVD

**10.10 - Scenario workshops/Information stands/Coffee  
Break (stands in room 7125)**

11.55pm - Carers Presentations

12.25pm- Measure Carer Awareness e-learning toolkit – David Watkins  
Carers Measure Coordinator – Cwm Taf UHB Coordinator

12.30pm - Questions and Answers Panel

12.40pm - Flashmob DVD

12.50pm - Carer Awareness e-learning session

# Are you caring for someone... if so, have you told your GP?

## Are you caring for

- A child with disabilities?
- A family member who is elderly, frail or disabled?
- Someone who has a mental health problem/substance misuse issues?

To find out what support, help and advice you can receive please register with your GP as a Carer.

## Carer Support is available at:

Rhondda Cynon Taf - 01443 668813

Merthyr Tydfil - 01685 353907



Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board



prosiect cynnal y cynhatwyr



**MERTHYR TYDFIL**  
County Borough Council  
Cyngor Bwrdeistref Sirol  
**MERTHYR TUDFUL**



STRONG HERITAGE | STRONG FUTURE  
**RHONDDA CYNON TAF**  
TREFTADAETH GADARN | DYFODOL SICR

# Ydych chi'n rhoi gofal i rywun?

## Rhowch wybod i'ch meddyg teulu chi

### Ydych chi'n cynnal

- Plentyn sydd ag anableddau?
- Aelod o'r teulu sy'n oedranus, yn fregus neu'n anabl?
- Rhywun sy'n dioddef problemau iechyd meddwl / camddefnyddio sylweddau?

Os hoffech chi gael gwybod am gefnogaeth, cymorth a chyngor sydd ar gael i chi, dywedwch wrth eich meddyg teulu eich bod chi'n gynhaliwr.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board



prosiect cynnal y cynhaliwr



MERTHYR TYDFIL  
County Borough Council  
Cyngor Bwrdeistref Sirol  
MERTHYR TUDFUL

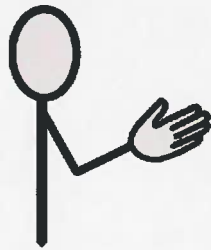
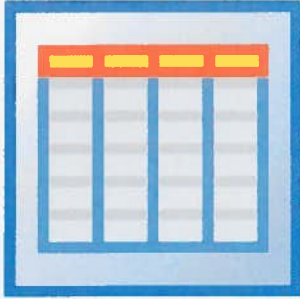


STRONG HERITAGE | STRONG FUTURE  
RHONDDA CYNON TAF  
TREFTADAETH GADARN | DYFODOL SICR

### Cymorth i Gynhaliwr yn

Rhondda Cynon Taf - 01443 668813

Merthyr Tudful - 01685 353907



# Carers Strategy 2012 - 2015



## INTRODUCTION



**In Wales, the Local Health Boards and the Local Authorities have promised to work together.**



**They want to support people who are Carers and make sure that Carers are involved in any decisions about the people they care for.**



**A plan has been written to show how the Health Boards and Local Authorities will support Carers in Wales.**



**This plan will run from April 2012 to March 2015.**



**A copy of the full plan can be seen on:-**  
**[www.cwmtafuhb.wales.nhs.uk/carers](http://www.cwmtafuhb.wales.nhs.uk/carers)**



## What is a Carer?

**A Carer is someone, of any age, who provides unpaid support to family or friends who could not manage without this help.**



**There are about 350,000 carers in Wales.**



**It is important that Carers get the right support.**

**Local Authorities, Health Boards and Voluntary sector organisations should work together to support Welsh Carers.**



**As part of the plan information will be gathered to find out what support is currently available for Carers.**



## The plan - how will it work?

**There are 3 workers in the Cwm Taf area. These workers will help support Carers and organisations that work with Carers in the region.**



## NHS role in supporting carers



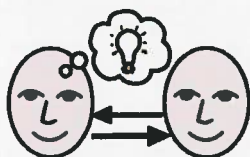
**Carers need to be part of any decisions around the care of the people they support. Carers also need to be involved with any developments that may help them. GP surgeries and hospitals also need to help Carers.**



## Local authority role in supporting Carers



**Carers need to have an assessment to find out what support they need. Social Service departments will do these assessments. They will keep records of the number of Carers and the type of help that Carers will need.**



**This information will be shared between the Local Authorities and the Health Board.**

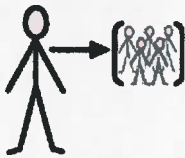




## **Joint working and plan development**



**The senior workers at Cwm Taf Health Board want the Carers plan to work. They will make sure that information and advice is available for all Carers across the 2 counties.**



**They will make sure that the 2 counties work in a very similar way. They will make sure that Carers will be involved with developments within services.**



## **Identification of Carers**



**To make sure this plan will work, Carers need to be aware that there are organisations that can offer them support and help.**



**Information about caring and Carer support will be available.**



**Training for staff will be available so that they can support Carers. Staff will be able to give Carers the right information to give the best support.**



## **Training and development for health and social care staff**



**All staff will have a better understanding of the support that Carers need. Staff will also be able to support Carers to access other organisations that will help them.**



## **Training for Carers**



**The plan will look at providing training for Carers. There will be more training across the region.**



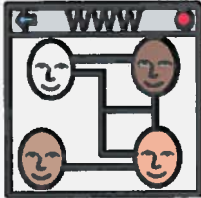
## **Young Carers**



**Many Carers are young people. This group also needs support. The plan will make sure that they have access to support and information. Young Carers will have their views heard.**



## Improving communication and information to carers



The plan will make sure that all information for Carers will be of good quality, up to date and in accessible formats. Different types of information will be used like newsletters.



Carer's information will be available across the 2 counties at places such as libraries, schools, hospitals, leisure centres and community places.

Information will be about the support that is available and about Carers physical and emotional health.



## Consultation and engagement



It is important that the views of Carers are heard and acted upon. The plan will help Carers get involved with decisions around services.



Carers will be asked to attend meetings so that their voices can be heard.



## Reviewing and monitoring the plan



**It is important that this plan is successful. Each year a report will be available on the work that has been carried out. What has worked well and what needs to be improved on.**



Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board

## **Carers Champion Conference**

**Thursday 5<sup>th</sup> March 2015**

**12.00 noon – 16.15pm**

**Abercwmbol Rugby Club, Aberdare CF 44 7BP**

- 12.00** Registration, lunch, networking and information stands
- 13.00** Welcome – Jayne Komor – Health & Wellbeing Improvement Manager  
(Carers Measure Lead) – Cwm Taf University Health Board (UHB)
- 13.05** Setting the scene – Dr Chris Jones – Chair Cwm Taf UHB
- 13.10** Achievements to date – Local Perspective - Keith Bowen – Director Carers Wales
- 13.20** Making a difference – A Carers perspective - Kay Maybank – Carers Champion
- 13.40** A Young Adult Carer's perspective – Denise Jones (DVD)
- 13.45** The impact of the Carers Measure – Janice Cowan – Carers Champion
- 13.55** Caring back – A Young Carer's Perspective- Kyle's story (DVD)
- 14.00** **Coffee/Tea - Opportunity to visit information stands/network**
- 14.30** Flashmob
- 14.35** Caring for Carers – Developing resources to support Carers – Susan Court  
Marie Curie
- 14.50** Caring for each other - An Adult Carer's Perspective - Sue Hadlow (DVD)
- 14.55** Social Services & Wellbeing Act (Wales) 2014–Andrea Nicholas-Jones-Welsh Govt
- 15.05** It's not catching – A Parent Carer's Perspective- Wendy's story (DVD)
- 15.10** "We'll keep a welcome in the hillside"- Professor Jonathan Richards-Cwm Taf  
UHB
- 15.30** AGORED Awards – Carers Protocols - Dr Chris Jones – Chair Cwm Taf UHB
- 15.45** Bridging the Gap – Irene Burton (Carer)
- 16.05** Behind closed doors - Young Carers
- 16.15** Closing speech – Giovanni Isingrini – Group Director Community  
& Children Services



6 a Merthyr Tydfil CBC

<b>2014-15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Accum.</b>
<b>WG Indicators</b>					
1a % of Carers Known to the partnership during the year.	4.85%	2.79%	3.90%	3.49%	15.03%
1b Number of Carers known to the partnership during the year.	360	207	290	259	1116
Elaine					
2a % of staff within the partnership area who have undertaken training in relation to Carers during the year.	Needs fur working to establish what is determined by the Staff of the partnership				
2b Number of staff within the partnership area who have undertaken training in relation to Carers during the year.	12	19	23	0	54
3a % of adult Carers who had an assessment or review of their needs in their own right during the year.					47.00%
3b % of young Carers known to the partnerships who were assessed during the year					100%
4 % of Carers that have been identified for assessment by Barnardos young Carer staff during the year (YC only)	100%	100%	100%	100%	100%

**Cwm Taf Additional Indicators**

CM a Number of staff in the partnership area who have received Carer Awareness training.	12	19	23	0	54
CM b Number of champions identified in the partnership area.					16
CM c Number of Carers Wales Carer Awareness sessions held.		1	1		2
CM d Number of staff inthe partnership area who have received Carers Wales Carer Awareness training.					54
CM e Number of staff in the partnership area who have completed Carer Aware e-learning training.					2

<b>2014-15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Accum.</b>
<b>WG Indicators</b>					
1a % of Carers identified by the partnership during the year.					
1b Number of Carers identified by the partnership during the year.					
2a % of staff within the partnership area who have undertaken training in relation to Carers during the year.	3.52%	0.60%	0.90%	1.02%	4.25%
2b Number of staff within the partnership area who have undertaken training in relation to Carers during the year.	100	79	83	94	356
3a % of adult Carers who had an assessment or review of their needs in their own right during the year.					
3b % of young Carers known to the partnerships who were assessed during the year					
4 % of Carers that have been referred for assessment by health staff during the year (YC only)					

#### **Cwm Taf Additional Indicators**

CM a Number of staff in the partnership area who have received Carer Awareness training.	35	53	73	86	247
CM b Number of champions identified in the partnership area.	10	6	4	32	52
CM c Number of Carers Wales Carer Awareness sessions held.	2	2	2	2	8
CM d Number of staff in the partnership area who have received Carers Wales Carer Awareness training.	10	18	8	8	44
CM e Number of staff in the partnership area who have completed Carer Aware e-learning training.	55	8	2	0	65

**Rhondda Cynon Taf Council**

<b>2014-15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Accum.</b>	
1a % of Carers identified by the partnership during the year.	0.59%	0.55%	0.82%	0.55%	2.51%	
1b Number of Carers identified by the partnership during the year.	174	162	243	164	743	
2a % of staff within the partnership area who have undertaken training in relation to Carers during the year.	1.15%	1.87%	3.40%	3.33%	9.72%	
2b Number of staff within the partnership area who have undertaken training in relation to Carers during the year.	161	262	472	466	1361	
3a % of adult Carers who had an assessment or review of their needs in their own right during the year.	36.54%	37.24%	33.67%	34.87%	34.87%	
3b % of young Carers known to the partnerships who were assessed during the year					95.61%	
4 % of Carers that have been referred for assessment by health staff during the year (YC only)					4%	
CM a Number of staff in the partnership area who have received Carer Awareness training.	161	262	472	466	1361	
CM b Number of champions identified in the partnership area.	31	12	19	14	76	
CM c Number of Carers Wales Carer Awareness sessions held.	2	2	2	2	8	
CM d Number of staff in the partnership area who have received Carers Wales Carer Awareness training.	9	8	16	15	48	
CM e Number of staff in the partnership area who have completed Carer Aware e-learning training.	4	1	38	48	91	Adult Module
			4	185	189	YC Module
					<b>Total 1689</b>	