



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

16TH JULY 2019

NEW OPERATING MODEL FOR YOUNG CARERS

**REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES IN
DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR C
LEYSHON**

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1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to inform the Corporate Parenting Board on the outcome of the Carers Support Project review and the subsequent changes to the operating model for young carer assessment and support.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Corporate Parenting Board note for information the outcome of the review of the Carers Support Project and the changes made.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The review identified the need to:
- change the operating model for young carer assessment and support planning to ensure compliance with the Social Services and Wellbeing (Wales) Act 2014.
 - strengthen the leadership capacity to address carer's issues across the Council and raise awareness of their rights and entitlements.

4. BACKGROUND

- 4.1 There has been a Regional Partnership Group overseeing the development and implementation of a carers strategy for some time linked to the Social Services and Wellbeing Partnership.
- 4.2 The regional work has identified a Blueprint (copy attached at appendix 1) of what a comprehensive carers service should look like and whilst Rhondda Cynon Taf has a good record for supporting carers there were some areas identified for improvement. Of particular note was that as accountability for carers was split across Social Services the leadership capacity to focus on carer issues was diluted and affected the overall effectiveness of the carer 'offer'.

- 4.3 Engagement with stakeholders including carers during the development of the blueprint offer identified that carers:
- preferred clear pathways of access to services
 - preferred access to services in their local area
 - valued the carers project, its information and activities. Young carers particularly liked the peer support and respite provision
 - felt their profile as carers was not treated as a priority
- 4.4 The Social Services and Wellbeing (Wales) Act 2014 (SSWB Act) introduces specific requirements for the Council to provide Information, Advice and Assistance (IAA), assessment and support planning for carers.

5. CURRENT POSITION

- 5.1 The carers review was undertaken during 2018/2019. The Carer's Support Project staff led the internal review of the project with support from the Head of Care and Support and the Head of Children's Intensive Intervention who considered the wider implications of the SSWB Act.
- 5.2 The outcome of the review is that:
- 5.2.1 This Council is committed to providing the Blueprint offer to carers (attached as appendix 1)
- 5.2.2 The statutory IAA, Assessment and Support planning duties will be co-ordinated within the IAA Service in Children's Services and the single point of access in Adult Services. The young carer's assessment worker has therefore transferred from the carers project to work in the new children's IAA service.
- 5.2.3 The Carers Support project will co-ordinate its activities under one management structure to ensure effective cover is available for the various planned projects and activities for carers.
- 5.2.4 The Carers Supported project will remain the key source of support and information to carers in Rhondda Cynon Taf.
- 5.2.5 A new Service Manager position is established to strengthen leadership capacity to raise the profile of carers and related issues across the Council. The responsibilities of this new role include:
- working with Heads of Service in Adult and Children's Services to develop the IAA, assessment and support planning process for carers
 - establishing and publicising clear pathways and access arrangements to improve the performance in areas such as the take up of carer assessments
 - raising the profile of carers across the Council and in particular developing information and advice for Members and service areas other than social care
 - raising the profile of carers in the workforce and supporting the Corporate Equalities Officer to develop and implement best practice in supporting carers in the workplace
 - developing effective training for staff with regards to recognising the impact of caring and the importance of primary carers in delivering on the SSWB Act
 - managing the Carers Support Project and supporting the development of its role in

providing information, activities, support and informal respite for carers in Rhondda Cynon Taf

- developing relationships with a full range of partners and representing the Council in the Regional Carers Partnership; keeping senior officers informed and advised of proposed developments in the region
- securing opportunities for additional resources to support carers in Rhondda Cynon Taf (i.e. Families First funding for the young adult carers service etc.)
- developing effective engagement with carers to ensure they have an active voice in the development of services across the Community and Children's Services Group
- managing the Carers Trust and Action for Children contracts, working with Heads of Service in Adult and Children's Services to ensure the contracts support positive outcomes for carers and value for money

6. EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only.

7. CONSULTATION

- 7.1 There is no consultation required for this report.

8. FINANCIAL IMPLICATION(S)

- 8.1 There are no funding implications because the contents of the report are for information purposes only.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 9.1 There are no legal implications because the contents of the report are for information purposes only.

10. LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES/ FUTURE GENERATIONS – SUSTAINABLE DEVELOPMENT.

- 10.1 The outcomes of the review and the changes made compliments the Council's Corporate priorities to "promote independence and positive lives for everyone" by ensuring: the delivery of a good quality and accessible IAA service to carers that will support a focus on early intervention and prevention
- 10.2 The Carers Support Project will work closely with the IAA service and continue to engage with young carers and offer support to socialise with their peers, take time out from their situation and improve their wellbeing

11. **CONCLUSION**

11.1 The outcome of the Carers Support Project review and the changes to the operating model for carer assessment and support will:

- improve the experience for carers in Rhondda Cynon Taf, particularly young carers who will now receive the statutory IAA, assessment, support planning and review within the new Children's IAA service
- strengthen the leadership capacity across the Council to address carers issues, rights and entitlements
- continue the service delivery within the Carers Support Project
- Deliver the Blueprint carers offer

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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Officer to contact: Sian Nowell 01443 425417 and Tracey Prosser (883)21586

| Access, Information, Advice and Assistance | Support Services | Employment Support Services/ Education & Training | Respite/ Breaks | Making it happen |
|---|--|--|---|--|
| THE AIM | | | | |
| <ul style="list-style-type: none"> - We will identify carers in need of care and support at the earliest possible stage. To prevent their needs escalating, we will work with communities and community networks, offering good quality information and advice and providing clear and uncomplicated means of carers contacting us. - We will ensure that our contact with carers is based on recognising their strengths and assets through a meaningful and sensitive conversation, at the same time supporting their right to a carers’ assessment, and only intervening when necessary and appropriate. We will base our approach on ensuring that carers not only have a strong voice in determining how they are supported but also feel a sense of control over any intervention we agree with them. | <ul style="list-style-type: none"> - We will arrange and/or provide a wide range of direct support services for carers to alleviate the pressures they face and enable them to live as full and active lives as possible. We will work with carers to ensure that these services are relevant to their needs and as locally accessible as possible. - We will ensure that we adopt the social model, in that we accept that it is society that puts barriers in the way for people to access support. We will seek to remove barriers so carers can be supported to lead fulfilled lives as carers and in addition to their caring responsibilities. | <ul style="list-style-type: none"> - We will ensure that carers have every opportunity to take up and continue in education, employment and training without adversely affecting their support for those for whom they care. - We will encourage employers throughout the region to adopt carer friendly employment policies and arrange training and information on the needs of carers and ways of facilitating support for them. - We will work closely with schools to identify and support young carers. | <ul style="list-style-type: none"> - We will promote and support the well-being of carers by enabling them to have a break from caring through a range of services targeted at providing respite. We will engage with carers to ensure that these services are relevant to their needs, accessible and capable of being used in the most flexible manner possible. - We will promote and support the well-being of carers as part of families and groups by ensuring that respite for them with their families and their cared for is put in place. | <ul style="list-style-type: none"> - We will undertake a range of measures to ensure that our offer of care and support services to carers is formulated via a process of co-production, maximising the support of the wider community, utilising the most up to date facilities, skills and technologies, and adopting approaches which are relevant and flexible. - Our offer to carers will be regularly reviewed and involve carers in providing feedback and advice. - We will work together across all partner agencies to ensure that the services we provide for all our citizens support this offer through their focus on people’s health and well-being. |

| Access, Information, Advice and Assistance | Support Services | Employment Support Services/ Education & Training | Respite/ Breaks | Making it happen |
|---|--|---|--|--|
| FULFILLING THIS AIM WILL CONTRIBUTE TO THESE WELL-BEING OUTCOMES | | | | |
| <p><i>My voice is heard and listened to.</i></p> <p><i>My individual circumstances are considered.</i></p> <p><i>I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me.</i></p> | <p><i>I am healthy and active and do things to keep myself healthy.</i></p> <p><i>I am happy and do the things that make me happy.</i></p> | <p><i>I can learn and develop to my full potential.</i></p> <p><i>I can do the things that matter to me</i></p> | <p><i>I contribute towards my social life and can be with the people that I choose.</i></p> <p><i>I get the help I need to be independent</i></p> <p><i>I belong</i></p> <p><i>I have safe and healthy</i></p> | <p><i>I engage and make a contribution to my community.</i></p> <p><i>I feel valued in society.</i></p> |
| THESE ARE THE KEY ELEMENTS AND ACTIONS WE WILL ADOPT | | | | |
| <p>Basic information for carers through multiple media channels – paper leaflets and newsletters as well as digital media</p> <p>Digital and paper versions of newsletter, Facebook presence for carers project, information on council website</p> <p>Carers single point of contact to help navigate their way to IAA, assessment and support - . the new IAA service for r children and the single point of access for adults. All publicity to identify this route in</p> | <p>Counselling service for carers to help them when required in their caring role</p> <p>A variety of carer support groups to help them when required in their caring role, to respond to different needs e.g. age groups</p> <p>Welfare benefits advice available from CAB</p> <p>Leisure discounts to promote access to facilities for carers</p> <p>Emergency cards for carers which identify the individual as a carer in case of eg admission to hospital</p> | <p>Clear policies and procedures for staff carers</p> <p>Role modelling and publicising carer supportive employer policies with local businesses</p> <p>Training and awareness for employment service agencies e.g. Careers Wales, Job Centre Plus, Elite</p> <p>Promoting top tips for carer friendly employment</p> | <p>Information provided with regards to the range of respite available and access arrangements</p> <p>Work to explore and develop a voucher scheme</p> <p>Social, cultural and leisure activities e.g. pamper days, trips, events which offer all carers a set number of opportunities per time period</p> | <p>Access to IAA agreed and publicised</p> <p>Pathways for assessment and support agreed and managed across statutory services</p> <p>Performance and QA recording, monitoring and management agreed and implemented</p> <p>Direct payments for carers and service users available</p> <p>Advocacy commissioned by Trosgynol, DEWIS CIL and Age connect</p> <p>Identified locations for carers to access services and meet as groups</p> <p>Young carers meet at groups supported by the RCT Carers' Project</p> |

| Access, Information, Advice and Assistance | Support Services | Employment Support Services/ Education & Training | Respite/ Breaks | Making it happen |
|--|---|---|--|---|
| <p>Provide stakeholders with the necessary tools to identify carers</p> <p>Information, advice and assistance which will support the identification of caring roles and signpost accordingly at first contact during the 'what matters to you' conversation</p> <p>Carers assessments promoted</p> <p>RCT carers helpline well known and easy to access</p> <p>Carers newsletter highlighting the offer for carers, signposting carers to resources and current opportunities</p> <p>Carers days and Carers week as an opportunity to identify hidden carers, provide information and signposting and a range of one off "taster" sessions</p> | <p>Signposting to: Legal and financial advice which will be sensitive to pressures on and needs of, carers</p> <p>Support to access funding sources so carers can tap into grants for themselves or their cared for person(s)</p> <p>Aids and adaptations to enable independent living</p> <p>Reablement services</p> <p>Assistive Technology such as alarms and home monitoring systems</p> <p>Care and repair/Safety at home</p> <p>Facilitation of peer support groups where carers (carers, parent/ carers, sibling/carers, past carers) can meet to share information, ideas, experiences and know that they are in an environment of understanding e.g., Chatterbox in RCT, carers' coffee mornings</p> <p>Support for carers planning for change e.g. older parents of people with a learning disability who will want to plan for their child's future without them</p> | <p>Work with job center and schools to support staff respond positively to carers</p> <p>Young carer identity cards for schools – where young carers are reluctant to speak out but would show a card and for pharmacies where they need to collect prescriptions</p> <p>Training for carers – practical such as manual handling, stress management, etc.</p> | <p>Sitter services which would provide a trusted sitter for a set time period when carers have e.g. appointments, need to go shopping etc.</p> <p>Day services for cared for people such as day centres, community support groups, cafes, lunch clubs, day time activities</p> <p>Crisis intervention and respite</p> <p>Respite breaks within care and support plans</p> <p>Shared lives schemes which enable placements to be short-term</p> <p>Paid family care schemes</p> <p>Support groups and activities run by the carers project to provide sessional respite and support</p> <p>Trips, activities and breaks that are particularly suitable for young carers</p> | <p>Transport both special and regulated to ensure that carers are supported in their caring role</p> <p>A Carers' Charter developed for carers with carers to be developed</p> <p>Carers' Champions at operational, strategic and political levels</p> <p>Use of volunteers to expand capacity to support carers.</p> <p>Awards and accreditation for carers, young carers and adult carers and for those who support them, e.g. school awards, to publicly recognise the important role carers play</p> <p>Training for professionals to help them in recognising and signposting carers</p> <p>Direct advice support for professionals and carers in secondary and acute care</p> <p>Multi-media facilities enabling carers to access support online and in ways that meet their personal circumstances</p> <p>Media campaigns aimed at raising awareness of carers' issues and raising their profile</p> |

