

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**13<sup>TH</sup> MAY, 2014**

**REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES**

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**ANNUAL REPORT ON THE CWM TAF CARERS INFORMATION AND CONSULTATION STRATEGY**

**1.0 PURPOSE OF REPORT**

To provide the annual report on progress on the Cwm Taf region Carers Information and Consultation strategy, in preparation for reporting to Welsh Government by the 31<sup>st</sup> May 2014.

**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 and included a specially commissioned play highlighting the daily experiences of Carers.
- 3.6 Alongside the Strategy, an action plan to deliver the strategy has been agreed covering the period 2012 -2016.
- 3.7 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.

#### **4.0 ANNUAL REPORT**

- 4.1 Attached at Appendix 1 is the draft annual report for 2013 -2014. It provides an overview of the work to-date.

The report highlights:

- the development of over 130 Carers champions across Cwm Taf including the cabinet Member for Partnerships and Adults Social Services.
  - A Carers champions Conference.
  - The appointment of officers to support the implementation of the strategy in all three statutory agencies
  - An e-learning Carers awareness toolkit for staff.
  - Production of a Carers A-Z information booklet.
  - Wider awareness raising including Young Carers issues.
- 4.2 One of the awareness raising activities has been a marketing campaign including the 'I also Care' billboard promotions across the Cwm Taf region.
- 4.3 The report goes on to identify that through the work on the strategy more Carers are coming forward with a 22% increase in referrals asking for support within Rhondda Cynon Taf during the third quarter of 2013-2014.

**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 2013-2014 has been produced highlighting the positive progress that has been made on implementing the bill.





**Cwm Taf University Health Board**  
**Informed Carers**  
**Cwm Taf Information & Consultation Strategy**  
**Annual Report**  
**2013-2014**

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**Cwm Taf University Health Board  
Annual Report for Welsh Government 2013-14  
Cwm Taf Information & Consultation Strategy  
Informed Carers**

**1. BACKGROUND**

The implementation of the Cwm Taf University Health Board (UHB) Information and Consultation Strategy (Informed Carers) is overseen by the Carers Measure Steering Group which is a multiagency group with representatives from RCT LA, MT LA, UHB, third sector and Carers. The group meets on a quarterly basis to monitor the performance measures for the 3 year action plan.

The Health Board 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, and University and College training plans for nurse degree students, teachers and social work students. The Information & Consultation Strategy also dovetails with the RCT and the Merthyr Tydfil local Carers Strategies.

The University Health Board identifies the need to work with partner agencies including education and the third sector to ensure that Carer Awareness training is embedded as early as possible to allow the maximum impact of the Measure.

**Task Groups**

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

- Training Partnership
- Assessment Group
- Marketing Group
- Carers Measure Coordinating Group
- Health Recording Group (health only)



The multi agency groups include representatives from:

- Cwm Taf University Health Board (UHB)
- Merthyr Tydfil County Borough Council (CBC)
- RCT County Borough Council (CBC)
- Third Sector
- Carers

## **2. Achievements to date:**

### **2.1. Carers Measure Information & Consultation Strategy Launch**

A highly successful event was held for the launch of the Cwm Taf Carers Measure Information & Consultation Strategy in June 2013 with over 80 people from different organisations attending. The launch included a specially commissioned play performed by Carers (**Who Cares for the Carer**) highlighting the daily experiences of Carers, a CD demonstrating a case study of a patient's discharge from hospital and the implications of not identifying and including the patient's Carer in the discharge planning process (Edie's story) and a "flashmob" CD commissioned by Carers Trust, to raise awareness of Carers to the public across Cwm Taf.

Extremely positive feedback was received from Partners and Organisations on the content of the launch. The Carers play has since been recorded as a CD and is being utilised as part of the Cwm Taf training programme to raise awareness of Carers to staff. Similarly both Edie's story and Flashmob are now part of the training tools to raise awareness of Carers and are well received by staff.

### **2.2. Appointment of Carers Measure (CM) Coordinators**

Three Carers Measure Coordinators have been appointed (**2 full time equivalent**), one FTE–37 hours in the University Health Board (UHB), one PT– 18.5 hours in Merthyr Tydfil CBC and one PT–18.5 hours in RCT CBC. These coordinators work collaboratively to ensure the successful implementation of the Strategy.

### **2.3. Carers Champions**

Over 130 Carers Champions have now been identified across Cwm Taf UHB and the 2 CBC's. This includes Champions within health settings, such as hospital wards and GP surgeries and CBC departments such as social care teams, Communities First, Leisure and education.

The role of the Carers Champions has been developed and includes:

- The identification of staff to complete Carer Awareness training
- To act as a channel for cascading information
- To promote awareness of the role of Carers
- To champion and raise awareness of Carers issues
- To highlight development relevant to supporting Carers



- To act as a link for the Carers Measure Coordinators and to encourage Carers to register as a new Carer and signpost to relevant support services.

The identification and training of Champions is an ongoing process in the UHB and in both CBC's. (Appendix 1).

A programme of training sessions commenced during Summer 2013, commissioned from Carers Wales by the Cwm Taf UHB, specifically designed for Carers Champions to acknowledge, enhance and build on their awareness of Carers. The learning outcomes are closely aligned to the priorities for current Welsh legislation for Carers.

The course aims to provide staff with the knowledge and understanding to enable them to identify and support Carers. The training is offered to Champions following their agreement to accept the role. Often the Champion has had experience of being a Carer themselves.

- GP Surgeries

Cwm Taf UHB has identified 42 Carers Champions in GP Surgeries across Cwm Taf.

- Ward areas

A number of presentations on the Carers Measure have been delivered to Senior Nurse Teams in various Directorates across the UHB to raise awareness of the Measure and also to identify Carer Champions across the University Health Board in ward areas and within the Community. 56 new Carers Champions have been identified on wards.

- Therapies

Senior Managers from Therapies and Outpatient Departments have also received presentations and have been approached to identify Champions in their areas.

- Local Authority Champions

13 Champions have been identified in Merthyr Tydfil CBC as well as 9 Champions in schools and 2 Champions in the College to identify Young Carers. The Leisure Centre Champion enhances the support available for Young Carers.

21 Carers Champions have been identified in RCT, resulting in one in every adult social care team. Communities first and education are now being targeted as part of the wider role out. These Champions are continuously informed of Carer related developments via the RCT Carers Matters e-bulletin produced monthly.

Both CBC's and the Health Board continue to identify Champions and this will be an ongoing process across Cwm Taf to ensure that Carers are acknowledged and recognised in their caring role, enabling them to have access to information and advice to support them.

- Carers Champion Conference

A Carers Champion Conference was held in March 2014 to:

1. Officially launch the Carer Awareness e-learning toolkit
2. Convey support and appreciation to the Champions in helping to support the achievement of the aims of the Strategy.
3. Share information on local services with the Champions such as services from Age Connects, Young Carers Support Projects, Care & Repair, Telecare, Benefits and many more.
4. Share case studies and training tools

There were in total 25 exhibitors and nearly 100 attendees including partners from the third sector and the University of South Wales. Partners from Merthyr College and Coleg Y Cymoedd were also in attendance. An excellent presentation was given by a Carer and highlighted the need to provide information and communication effectively for Carers and those cared for.



#### **2.4. Production of Carers Play (Who Cares for the Carer)**

The UHB in partnership with the CBC's and third sector has commissioned the production of a play from Spectacle Theatre which was performed by Carers. The play which was also shown in the launch of the Strategy, highlights the problems and issues which Carers experience on a daily basis and also helps to promote the identification of Carers. It includes Carers of all ages – Young Carers, Young Adult Carers, Parent Carers and Adult Carers. The production was filmed to use as part of the training package for staff across Cwm Taf UHB, and RCT and Merthyr Tydfil CBC's. It will also be utilised by the University of South Wales and Colleges within Cwm Taf as part of their training syllabus and shown to pre reg nurse degree students, social work students and teacher training students.

#### **2.5. Carer Awareness Training**

- The Carer Awareness Training e- learning toolkit has now been procured and a structured framework established to roll out the training.

- The e-learning training is being rolled out across Cwm Taf UHB, RCT LA and Merthyr Tydfil CBC's and the third sector. A pilot roll out to UHB and CBC staff commenced middle of August 2013. (10 completed the pilot roll out).
- An ongoing programme has commenced with identified Carers Champions assisting with prioritising staff for Carer Aware training. There has been a slight delay in the training whilst NHS Wales Informatics Service (NWIS) have updated their systems.
- The Carers Measure Lead in Cwm Taf UHB has worked in partnership with NWIS to create a National Competency for staff undertaking the Carer Awareness e-learning training.
- The Multi Agency Carers Measure Training Partnership has been established as per Welsh Government Guidelines to oversee the organisational training implications for the Carers Measure.
- NWIS has been involved with the Training Partnership to ensure efficient coordination of the training and the production of management reports to inform the information for performance measures.
- In July 2013 a presentation was given by Cwm Taf UHB to the Dean and Heads of Departments for Nursing at the University of South Wales to promote the e-learning toolkit for inclusion on the pre registration nurse degree course. Consequently, the University has agreed to deliver the Carer Awareness e-learning package. There is agreement that the needs of Carers will be addressed in the first and third year of the nursing (and midwifery) pre-registration curriculum. A link will be made to the Measure and on-line content to enable student nurses and midwives access. Students will be able to access these resources with their University user names and passwords. Training commenced September 2013. The use of the Who Cares for the Carer and Edie's Story CD's will also be included as a training tool.
- Cwm Taf has also worked with University colleagues to agree regular Carers Measure training workshops for staff and students commencing May 2014 to further raise awareness of the Measure.
- Following the meeting in the University, it has been agreed in principle that the e-learning package will be offered to all new Social Work students and student Teachers. Training to be delivered to approximately 900 students in the first year. Colleges and Universities across Wales are now replicating the model of delivery of Carer Awareness which has been used in Cwm Taf.

- Ongoing presentations are delivered at Senior Management Team meetings across the UHB and RCT CBC to update staff on the Measure and identify Champions.
- Presentations have been delivered to all Adult Social Care teams throughout RCT, with the commencement of further presentations to Communities First and Education.
- A Young Carers module is being developed across Wales as an additional module for the Carer Awareness e-learning toolkit. Cwm Taf has been heavily involved in the development of this module.
- A joint consultation event was held with RCT and Merthyr Tydfil Young Carers as part of the process to develop the training package. This enhanced package will be available to use as part of the training to raise awareness of Young Carers and will be promoted widely in all areas including schools, colleges and universities.
- During the development of the Strategy it was recognised that there needs to be training for professionals in education to raise awareness of Carers. The toolkit will be an effective mechanism for this.
- Presentations made to Primary School Student Council and Secondary School Student Council Conferences in Merthyr Tydfil October 2013.
- Attendance at school inclusion meetings has identified the need to ensure necessary links between the Young Carers Projects, Welfare Officers and School Nurses to ensure maximum support is available to identify and assist Young Carers. The outcome of this can be seen in the graph on page 12.
- Presentation on the Carers Measure delivered to over 80 Cwm Taf GP's in July 2013, as part of their Continuous Professional Development programme.
- Presentation delivered to Cwm Taf GP Practice Managers Network in September 2013 on the Carers Measure and how to access information. A mapping exercise is now being undertaken to identify recording mechanisms for Carers in GP Surgeries. Further mapping exercises are taking place across the UHB and CBC's to improve the recording of Carers. This work is also being developed by a health task group to ensure appropriate recording of Carers on wards.
- UHB and CBC's worked in partnership with Welsh Ambulance Service NHS Trust to arrange a successful information day for Carers on Saturday, October 5<sup>th</sup> at the Michael Sobell Centre, Aberdare. The

event was funded by the Ambulance Trust. Over 100 Carers attended the event.

## **2.6. Carers Assessments**

A multi agency task and finish group has been established to review Carers assessments and to help increase the provision of information provided to Carers. Meetings have been held to address the issue of how consistency in documentation for assessments is established across Cwm Taf with partner organisations and to look at the potential impact of an increase in the number of assessments due to raising awareness of Carers. The group will also look at the Carers pathway and the most appropriate stages to provide information.

This work is being streamlined with other work being carried out for the Single Integrated Assessment and includes the mapping of medical record documentation to ensure consistent core data. The group is also addressing present information systems utilised to record Carers and how this can be improved to avoid duplication across UHB and CBC's.

## **2.7. Third Sector Event**

A workshop was held with the third sector at the end of quarter 3 to identify how Carer Awareness e-learning could be incorporated into training programmes for third sector staff.

Two Carers Champions have been identified to date within the third sector but it is anticipated that with the development of the e-learning training that this will increase.

## **3. Outcomes Framework**

An Outcomes Framework has been developed by an All Wales multi agency group and the Carers Officers Learning and Information Network (COLIN) to ensure robust reporting mechanisms for the implementation, monitoring and reviewing of the Strategy. The work of this group has been constantly on the agenda of the All Wales Carers Strategic Advisory Group.

Performance Measures have been agreed collaboratively with the UHB and CBC's to ensure consistent reporting on Carers in Cwm Taf.

However, there is an issue to be addressed re recording of Carers. Whilst Carers are identified within records on the wards, the way in which they are identified is often inconsistent and it is difficult to transfer this information onto Myrddin due to staff resources. This is an issue across Wales.

## **4. Information**

A Joint A-Z Guide to Services for Cwm Taf has been produced and widely distributed across Cwm Taf to staff and partners to increase information provided to Carers.

The Carers section on the UHB website has been populated to ensure an effective information resource for Carers and staff.

RCT CBC continuously update their Carers website to ensure the accuracy and relevancy of their information.

RCT Carers Newsletter provides Carers with up to date information regarding the Measure and support services available to them.

In RCT, staff are regularly updated on the Carers Measure through staff briefings.

Notice boards have been purchased to be distributed across ward areas and GP Surgeries, as well as other areas such as education settings across Cwm Taf to highlight information available for Carers. Carers Champions have been involved in identifying areas to locate the notice boards and they will ensure that notice boards are kept up to date with timely information.

Cwm Taf UHB Carers measure Coordinator attended RCT Carers Rights Day to update Carers on actions completed under the Carers Measure

A Young Carers Guide is currently being developed in Cwm Taf.

## **5. Assistive Technology**

It has been acknowledged that assistive technology can improve the quality of life for the Carer. The UHB is working in partnership with the CBC's and Job Centre Plus (JCP) to disseminate information on assistive technology across all areas and to raise awareness of its benefit to Carers.

One of the speakers in the recent Carers Champion Conference was the Telecare Manager, updating Champions and partners on the latest Telecare technology available.

Since this event, JCP advisors have requested a visit to the Telecare equipment section in Keir Hardie Health Park which will inform advisors on the type of services available to Carers.

## **6. Education**

In quarter 3, the Carers Measure team presented at the School Councils in Merthyr Tydfil to raise awareness of Carers and to promote the support available for Young Carers. Feedback was as follows and has been taken from Merthyr Tydfil CBC Student Conference report:

### **Young Carers**

"If not already aware what a Young Carer is, we were all aware by the end of the film and presentation that we saw and it made all of us realise the extra work and support that these young people provide in addition to going to school and doing their homework".

"We also learnt what support can be provided for them and we all agreed to be more vigilant of these sometimes hidden Carers to ensure that they get the support and care that they need".

By bringing together the Young Carers Project, School Nurses and Welfare Officers in Merthyr Tydfil, we have ensured the necessary coordination to ensure that Young Carers are identified within schools and offered appropriate support and advice. This work is also being extended across RCT. The Champions identified across schools in Merthyr Tydfil have helped to aid the process and the outcome of this partnership working can be seen in the graph on page 12.

## **7. Early Intervention**

The Carers Measure Training Partnership are keen to ensure early intervention and therefore have been proactive in encouraging the **University of South Wales, Merthyr Tydfil College and Coleg Y Cymoedd** in raising awareness of Carers with their students. Indeed, a number of the students are Young Carers and it is anticipated that the partnership working will now increase the support available to those Young Carers and Young Adult Carers.

Early intervention by training students in Carer Awareness will ensure that as newly qualified staff, they will then recognise the importance of identifying and recording Carers in their workplace. This will ensure that Carers and the cared for are signposted to relevant information and have involvement in their care planning as early as possible in their treatment.

Carer Awareness is also on the orienteering programme for the University Health Board for all new staff. It is also available in RCT CBC on staff induction and corporate welcome sessions.

Effective partnership working has resulted in Colleges across Cwm Taf now ensuring that Carer Awareness raising is part of the Health & Social Care syllabus. In Coleg Y Cymoedd, they will be using it as part of their wellbeing agenda for staff.

Cwm Taf UHB has worked with the University of South Wales to develop a specific training programme for raising awareness of Carers to nurse degree students and will deliver this one day programme to several cohorts throughout the year. The programme includes a presentation on the background of the Carers Measure, workshops involving Carers identifying their needs, CD case studies and provision of information including Telecare.

The first of these training days will be delivered to over 150 students at the end of May 2014. There will also be students there from Aneurin Bevan and ABMU Health Boards. Students will have various backgrounds including adult, mental health, older people and paediatrics.

## 8. Impact

- All Wales Questionnaire

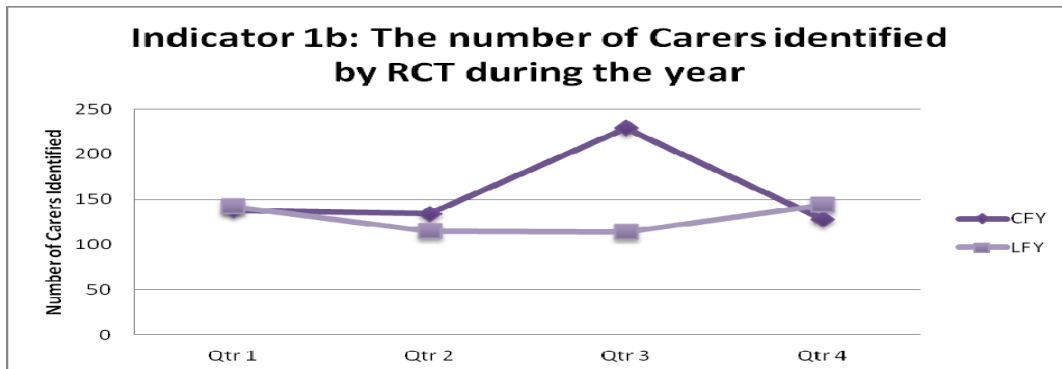
Cwm Taf has been involved in the development of an All Wales questionnaire to help to identify the impact of the Measure. The outcomes for the first survey will be utilised as a baseline for future surveys and measuring impact.

- Cwm Taf Carers Questionnaire

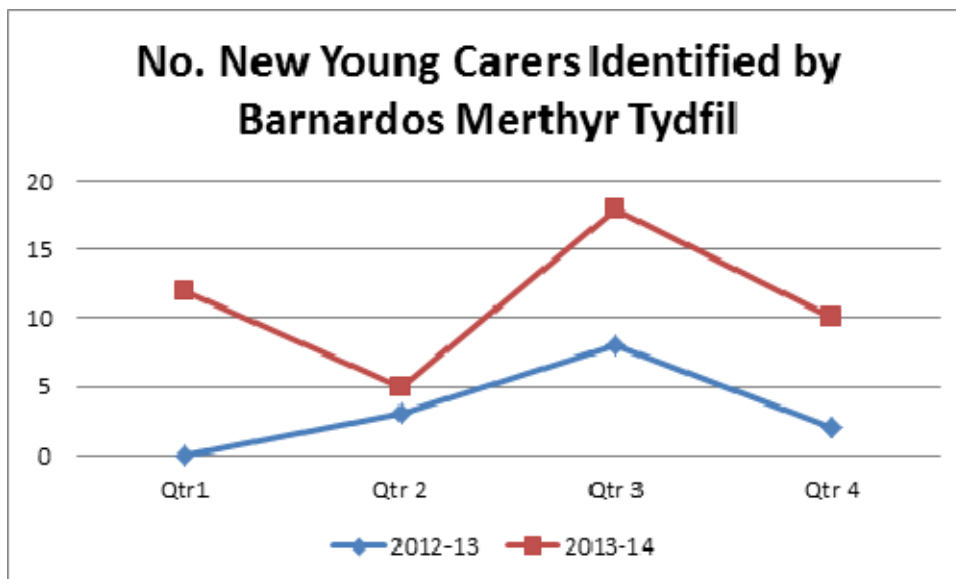
A local questionnaire covering Cwm Taf has been carried out. The outcomes of the survey are being utilised by the UHB to ensure appropriate measures are taken to improve the quality of services to Carers.

- Increase in referrals for support to Carers

It is evident that the Informed Carers Strategy in Cwm Taf is having an impact from the Measure. Below is a graph for RCT CBC identifying the increase of referrals requesting support for Carers in the last quarter of financial year 2013 (LFY) compared to the current quarter of this financial year (CFY) of referrals. It can be seen that the number of referrals in quarter 3 have double and a 22% increase can be seen from 2012-13 to 2013-14. **This signifies a significant impact.**



Similarly below, the graph indicates the **significant increase in referrals** to the Young Carers Project in Merthyr Tydfil period 2013-2014





## 9. Employment

Cwm Taf works in partnership with JCP to promote the support of Carers and Past Carers. Carers Champions (advisor posts) are situated in each of the local offices in JCP. The development of the Strategy identified the need to ensure that support is available for Past Carers to be supported back into the workplace. The Carers Measure Coordinator cascades appropriate information to the JCP Champions. As a Jobcentre, advisors identify any potential barriers to obtaining employment and for some people, care responsibilities may be a barrier. Often a claimant may not identify themselves as a Carer because they see themselves as mother, daughter, friend, good neighbour etc. However Champions are trained to look for signs of a person being a Carer and appropriate support is offered.

Since the Carers Champion Conference held in March, JCP has requested to be able to access the e-learning toolkit for Carer Awareness raising to staff and also to be able to liaise with Telecare staff.

## 10. Carers Policies

Cwm Taf UHB has a Carers Policy for its staff. RCT CBC is in the process of developing a Working Carers Guide. Other RCT policies are being adapted to align with the Carers Measure Carer definition.

## 11. Marketing

A robust marketing plan has ensured that Carer Awareness is being raised across Cwm Taf to the community. The plan has included:

the display of billboards across Cwm Taf, local cinema advertisements, distribution of posters and press releases as well as interviews on local radio. E-mail signature strips have also been produced and pharmacy stickers have been utilised to raise awareness of Carers. In addition, to provide further information regarding the Carers Measure a "Who Cares" information leaflet has been developed.

Below is the Billboard advert that has been promoted across Cwm Taf:



An advert promoted in local cinemas to promote Carer Awareness to the community:



**Ruth, 35**  
fitness instructor  
hyfforddwraig  
ffitrwydd

**I also care for my son with autism**  
'Dw i hefyd yn gofalu am fy mab sydd ag awtisiaeth

Carers Support available at | Cymorth i Gynhalwyr yn:  
Merthyr Tydfil **01685 353907**  
Rhondda Cynon Taf **0808 100 1801**

  **GIG CYMRU NHS WALES** | Bwrdd Iechyd Prifysgol Cwm Taf University Health Board  **STRONG HERITAGE | STRONG FUTURE**  
**RHONDDA CYNON TAF**  
TRYP EDWARTH GADARN | DYFODOL SICR

Cwm Taf also engaged with Carers in the annual event of the Big Bite at the "Wellbeing Zone" in August 2013.

## **12. Monitoring**

The action plan for the Strategy is attached in Appendix 2 and monitored by the Cwm Taf Carers Measure Steering Group on a quarterly basis.

Updates are also provided to the RCT Carers Strategy group and Merthyr Tydfil Carers Network.

Expenditure for the action plan is attached in Appendix 3.

## **13. Conclusion**

It is evident that partnership working on the implementation of the Strategy is essential for the success of the Strategy. The model of delivery for the Strategy has been successful and referrals for Carers Support in Cwm Taf have vastly increased.

The development of the training programmes with partners and also the information sharing protocols between health and social care will add to the impact of the Measure and ensure sustainability.



(Appendix 1)

## Role of the Carers Champion

- To be a contact point for the Carers measure coordinator.
- Identify staff to complete the carer awareness e-learning training package.
- To maintain a Carers' notice board if one is available.
- To act as a figurehead for internal and external communication on the subject of carers within your work area.
- To maintain the profile of the subject of carers.
- To promote awareness of the role of carers.
- To promote engagement with carers.
- To draw attention to any national, regional or local developments relevant to supporting carers.
- To promote awareness of the role of carers as appropriate.
- To encourage carers to register on the Carers' Register in the GP surgery or by contacting one of the Carers measure coordinators if on a hospital ward.

UHB CM Coordinator – David Watkins – 01443 744800

RCT CBC CM Coordinator – Anne Morris – 01443 668814

Merthyr Tydfil CBC CM Coordinator – Elaine James - 01685 353907



# ***Cwm Taf Information and Consultation for Carers Action Plan*** (Appendix 2)

## **Informed Carers**

**2012-2016**



The action plan is a live document and currently covers years 2012 – 2016. Further years will be developed by the Carers Measure Steering Group as part of the ongoing strategic work for Carers of all ages living in the Cwm Taf region.

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<b>Key Aim 1: Carers of all ages are always able to access relevant and timely information</b>	
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	<b>(Baseline to be agreed following outcome of All Wales Carers Survey)</b>	
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Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

How will we measure our success	<b><u>Key Outcomes</u></b>			<b><u>Actual 12/13</u></b>		<b><u>Target 13/14</u></b>	<b><u>Actual 13/14</u></b>	
<b>WG Performance Indicators</b>	<b>Indicator 5:</b> The percentage of Carers that report they have received appropriate information within the year						<b>MT -</b>	
							<b>RCT -</b>	
							<b>UHB -</b>	
What are we trying to achieve	Action	Lead Officer	Delivery Date By	<b>Progress</b>				
<b>Wide ranging distribution of relevant information in the community</b>	<ul style="list-style-type: none"> <li>Development of LHB website for Carers</li> </ul>	Carers Measure (CM) Coordinators	Year 1 – Qtr 1		Developed. Continual updating to ensure accuracy of information.			
	<ul style="list-style-type: none"> <li>Establish common distribution network / lists for all partners to utilise</li> </ul>	CM Coordinators/Project Officers	Year 1 – Qtr 1		Completed. Individual organisational lists have been developed. Where needed, lists can be utilised by partners. Separate Carers Champion distribution lists developed and utilised to cascade information.			
	<ul style="list-style-type: none"> <li>Identify and train appropriate staff. Priority will be given to the following:                             <ul style="list-style-type: none"> <li>Carers Champions in GP surgeries, hospital ward staff, schools, district nursing and health visiting, social services and housing .</li> </ul> </li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 1		Carers Champions have been identified within Health and Social Care. Continual identification of Carers Champions - ongoing. CM training sessions have been commissioned with Carers Wales. Sessions have taken place and further sessions are planned for until Summer 2014.			
	<ul style="list-style-type: none"> <li>Develop a Carers Measure 'Easy Read' Guide</li> </ul>	CM Coordinators	Year 2 – Qtr 1		Completed.			

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<ul style="list-style-type: none"> <li>Work with the new Communication Hub One Stop Shop and One 4 All Centre to ensure appropriate information is cascaded</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 2 – Qtr 1		Information, including the Cwm Taf Carers Guide, has been distributed to relevant agencies. The Family Information Service and Adult Social Care information Service ensure the updating of information relating to Carers and regularly update staff regarding Carer legislation and changes in service provision. The Information Hub is being utilised where appropriate for further consultation.	
<b>Meeting identified gaps in current information available</b>	<ul style="list-style-type: none"> <li>Map current distribution networks of partners and identify gaps in distribution networks.</li> </ul>	CM Coordinators/Information Officer	Year 1 – Qtr 1		RCT and Merthyr Tydfil CBC Mapping Report complete.	
	<ul style="list-style-type: none"> <li>Working to develop the Young Adult Carers (YAC) Service in RCT and explore the development of a YAC service in Merthyr Tydfil</li> </ul>	CM Coordinators/Project Officers	Year 1 –Qtr 3		There is currently a big lotto funded YAC Officer position in RCT; due to end in November 2015. Currently, further funding opportunities are being explored.	
	<ul style="list-style-type: none"> <li>Each partner to review current information provision against minimum information required under the Carers Measure</li> </ul>	CM Coordinators/Project Officers	Year 1 – Qtr 3		Information provision is consistently reviewed to ensure it is accurate and up to date. The Cwm Taf A-Z Guide was produced with the aim to bridge gaps in information provision.	
	<ul style="list-style-type: none"> <li>We will map with Carers their experience and journey through health and social care services to identify the best way to meet their information needs.</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 3		The Carers Pathway is being developed via the Carers Assessment Group. Jayne Komor is currently sitting on the Single Integrated Assessment Group. Currently awaiting it's implementation – planned for April 2014. This will then provide direction for the Carers Assessment Group.	

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

<b>Creating Guides for Carers of all Ages</b>	<ul style="list-style-type: none"> <li>Review, compare and contrast Merthyr and RCT CBC's Carers A-Z's and Older Persons Handbook</li> </ul>	Project Officers/Information Officer	Development – Year 0		Guides reviewed and compared.
	<ul style="list-style-type: none"> <li>Explore the development of a Cwm Taf Carers A-Z with information applicable across the region</li> </ul>	CM Coordinators/Project Officers	Year 1 – Qtr 1		The Cwm Taf Carers A-Z Guide to public services has been created and distributed widely across Cwm Taf. Distribution includes wards, GP Surgeries, events, presentations to staff. Additionally the guides are distributed to Carers Champions for further distribution to Carers.
	<ul style="list-style-type: none"> <li>A joint Cwm Taf Young Carers Guide will be developed</li> </ul>	CM Coordinators/Project Officers/Information Officers	Year 1 – Qtr 3		Due to staff maternity leave this has been delayed. It is anticipated that the YC Guide will be complete by Year 2, Qtr 4
<b>Develop marketing strategy to provide a range of material raising carer awareness</b>	<ul style="list-style-type: none"> <li>General raising awareness amongst professional organisations, Carers and the general public</li> </ul>	CM Coordinators/Project Officers	Development – Year 0		<p>Ongoing. Awareness raised through attending events throughout Cwm Taf. Also, through:</p> <ul style="list-style-type: none"> <li>Carers Rights Day</li> <li>Carers Health Fair, organised jointly between Cwm Taf and the Welsh Ambulance Service</li> <li>Attendance at School counsels</li> <li>Senior Staff Meetings</li> <li>Hosted 3<sup>rd</sup> Sector Event</li> <li>Attendance at Social Care Team Meetings (8 teams in total)</li> <li>School nurses Team Meetings,</li> <li>AWO's Team Meetings</li> <li>School Nurses</li> <li>University of South Wales – Dean and Lecturers</li> <li>Merthyr College</li> <li>Marketing campaign ongoing including posters, billboards</li> </ul>

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

					across Cwm Taf, cinema advertising to raise awareness of Carers	
	<ul style="list-style-type: none"> <li>Posters and other materials will be developed to be displayed in NHS, Local Authority and Education settings to raise awareness of the carers and the carers measure</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 –Qtr 1		<ul style="list-style-type: none"> <li>Developing Carers Champions information pack.</li> <li>Developed Carers Measure Strategy Executive Summary</li> <li>RCT CM Coordinator has produced a Carers Measure Factsheet which is available to all Council staff.</li> <li>Regular update in Staff Briefings</li> <li>Carers Measure Articles have been included in All Wales GP newsletters (most recent one developed by input of Cwm Taff LHB)</li> <li>Regular Carers Champion updates via e-mails from Coordinators to all identified Champions in RCT CBC and MTCBC.</li> <li>Production of digital stories by the LHB including Edie and Tamara's story. Edie's story has now been adopted Wales wide.</li> <li>LHB also commissioned DVD for training – "Who Cares for the Carer".</li> </ul>	

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<ul style="list-style-type: none"> <li>Use of social media, including LHB Twitter and Local Authority Facebook accounts</li> </ul>	CM Lead/CM Coordinators/Project Officers	Development – Year 0		Ongoing. Updated via the Councils and LHB's Corporate Twitter Accounts. RCT Carers Project have a Carers Facebook page which is regularly updated. Recent update in local media to raise awareness of Carers.
	<ul style="list-style-type: none"> <li>Development of the awareness raising of Carers on local radio stations, local media, bulletins, newsletters (including GP newsletters), bus boards, trains, billboards, etc...</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 4		Marketing Campaign currently being developed and implemented across Cwm Taf. Billboard adverts displayed for two weeks across Cwm Taf and cinema posters displayed in two cinemas during February 2014.
	<ul style="list-style-type: none"> <li>Explore opportunities to develop an online forum for Carers working partnership with Digital 2.0.</li> </ul>	CM Coordinators	Year 1 – Qtr 1		Looked into feasibility of online forum. Issues raised regarding ownership and monitoring. Decided not to progress at this stage.

**Key Aim 2: Carers of all ages will be recognised as partners in care and recorded on appropriate systems**

How will we measure our success?	Key Outcomes				Actual 12/13	Target 13/14	Actual 13/14
<b>WG Performance Indicators</b>	<b>Indicator 4:</b> The percentage of Carers that have been referred for an assessment by health staff during the year				MT – YC 20%		MT – 6.3%
					RCT – YC- 12.12%		RCT – YC – 12.37%
					UHB		UHB -
<b>What are we trying to achieve</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Delivery Date By</b>	<b>Progress</b>			

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

<b>Recording process for newly identified carers</b>	<ul style="list-style-type: none"> <li>Review existing documentation and processes from both a systems and paperwork perspective (including medical records)</li> </ul>	CM Lead/CM Coordinators	Year 2 – Qtr 1	Currently reviewing documentation. Waiting for finalisation of the Single Integrated Assessment.
	<ul style="list-style-type: none"> <li>Review existing data capture processes of all partners inclusive of QOF and GP systems</li> </ul>	CM Lead/LHB CM Coordinator	Year 2 – Qtr 1	Ongoing. Currently Exploring. Meetings include representatives from NWIS to ensure a “joined up” approach with the many existing recording systems. EG Swift, Myrddin, Vision, EMIS
	<ul style="list-style-type: none"> <li>Explore methods of capturing carer data on the different partners systems</li> </ul>	CM Lead/CM Coordinators	Year 2 – Qtr 1	RCT and MT LA reports for WG are now available. The LHB are exploring this further as part of the Single Integrate Assessment Group. (As above) Close links being made with NWIS.
	<ul style="list-style-type: none"> <li>Explore the development of systems to capture newly identified carers where appropriate</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 4	Both RCT and MT Carers Projects/Network continue to develop their current data capture process. Carer data capture process for the LHB should be resolved as the Single Integrated Assessment Process is developed. Whilst this is for 65+ a phased approach will take place across all age ranges. Additionally the LHB have recording mechanisms in place to capture newly identified Carers in GP Surgeries and across Wards.
<b>Management information systems provide reports on Carers</b>	<ul style="list-style-type: none"> <li>Review existing management information systems (MIS) and reporting mechanisms of all partners</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 3	Both RCT and Merthyr’s Carers Project continue to develop their current data capture processes. The LHB are in the process of reviewing their MIS as part of the Single Integrated Assessment. LHB CM Lead has initiated discussions and links with NWIS for a “joined up” approach.

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<ul style="list-style-type: none"> <li>Explore methods of reporting on Carers data</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 3		As above		
	<ul style="list-style-type: none"> <li>Explore methods of eliminating duplicate Carer entries between health, social care and 3<sup>rd</sup> sector reporting</li> </ul>	CM Lead/CM Coordinators	Year 2 – Qtr 2		The Single Integrated Assessment Group is currently exploring this issue. It is planned for the LHB to adopt Swift which should help reduce duplication.		
	<ul style="list-style-type: none"> <li>Explore methods of reporting on requests for Carers assessments in order to monitor for any increase and implications on Local Authority capacity to meet the demand</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 3		Performance Measure reports have been obtained and are currently being monitored. Measures incorporate the National Outcomes agreed on the Carers Measure All Wales Advisory Group which is represented by L:HB CM Lead		
<b>Develop training plans across organisations to include training on the Carers Measure</b>	<i>See Key Aim 3 Action Points</i>						
<b>Key Aim 3: Carers of all ages will be able to access appropriate training to suit their needs and circumstances</b>							
<b>How will we measure our success</b>	<b>Key Outcomes</b>				<b>Actual 12/13</b>	<b>Target 13/14</b>	<b>Actual 13/14</b>
<b>WG Performance Indicators</b>	<b>Indicator 1a:</b> The percentage of new Carers identified by the Partnership during the year				MT – 0.58%		MT – 0.01%
					RCT – 1.99%		RCT – 2.12%
					UHB -		UHB -
	<b>Indicator 1b:</b> The number of new Carers identified by the Partnership during the Year				MT – 142		MT - 81
					RCT - 515		RCT – 629
					UHB -		UHB -

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

What are we trying to achieve	Action	Lead Officer	Delivery Date By	Progress		
<b>Development of Training Plan</b>	<ul style="list-style-type: none"> <li>Three Carer Measure Coordinator roles to be developed to cover Cwm Taf LHB, RCT and Merthyr CBC's</li> </ul>	CM Steering Group/CM Lead	Year 1 – Qtr 1	Appointed.		
	<ul style="list-style-type: none"> <li>The CM Coordinators will carry out a training needs analysis of carers and staff to inform the training programme</li> </ul>	CM Lead/CM Coordinators/Carers Champions/HR	Year 2 – Qtr 1	<p>Carers and Staff across the Partnership were invited to be involved in consultation events throughout the development of the Carers Information and Consultation Strategy. Local Projects provide bespoke training to meet the need of Carers. Partners Training departments provide development training for staff.</p> <p>A Carers Champion Conference has been organised for 27<sup>th</sup> March. It is hoped that this will provide a platform for consultation which could further add to training analysis.</p>		
	<ul style="list-style-type: none"> <li>CM Coordinators to develop 3 year detailed training plan</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 3	Staff training plan has been developed with 3 levels of training identified.		
	<ul style="list-style-type: none"> <li>The CM Coordinators will develop the monitoring systems, collate data and report to the Carers Measure Steering Group</li> </ul>	CM Coordinators	Year 1 – Qtr 3	Currently being developed and tailored for individual training. Ongoing.		
<b>To develop a Carers Training Partnership</b>	<ul style="list-style-type: none"> <li>Young Carers will be consulted as a separate group to ascertain and address their specific training needs and training identified within local strategies incorporated in future training plans</li> </ul>	CM Lead/CM Steering Group/YC Officers	Year 1 – Qtr 1	YC consultation workshop took place in March 2013. YC toolkit module currently being developed. Further YC consultation will be undertaken where required.		



Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<ul style="list-style-type: none"> <li>The gathering of evidence of current training provided</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 1		Reviewed current training provided to Carers. SCDWP carry out ongoing reviews into staff training. CM Coordinators to link in with training providers to ensure staff are fully 'Carers Aware'
	<ul style="list-style-type: none"> <li>A Carers Training Partnership will be established as a multi-agency group</li> </ul>	CM Lead/CM Steering Group	Year 1 – Qtr 1		Training Group has been established. Ongoing.
	<ul style="list-style-type: none"> <li>The Partnership will undertake a review of existing training and identify any gaps in training. Training will be tailored to meet specific Carer needs to provide practical and emotional support to Carers. Training will also include CV Writing, Interview techniques and condition specific workshops, for example, epilepsy, diabetes, etc...</li> </ul>				<p>Local Projects provide bespoke Carers Training.</p> <p>Jayne Komor is in contact with the Job Centres Partnership Manger to explore further courses which may be available to Carers. Also to create links with JCP Carers Champions to improve support at JCP level and back into employment.</p>

**Key Aim 4: Staff training and development will enable staff to support Carers appropriately**

How will we measure our success	Key Outcomes	Actual 12/13	Target 13/14	Actual 13/14
<b>WG Performance Indicators</b>	<b>Indicator 2a:</b> The percentage of staff within the Partnership area who have undertaken training in relation to Carers during the year	N/A		MT – 1.16%
				RCT – 1.6%
				UHB – 4.3%
	<b>Indicators 2b:</b> The number of staff within the Partnership area who have undertaken training	N/A		MT - 30

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	in relation to Carers during the year					RCT - 226	
						UHB 298 Cwm Taf	
						Total =554	
<b>CM Performance Indicators</b>	<b>CM Indicator a:</b> Number of staff in the Partnership area who have received Carers Awareness Training (e.g. team talks, team meetings, etc...)			N/A		MT - 30	
						RCT - 226	
						UHB – 298	
						Total554	
	<b>CM Indicator b:</b> Number of Champions identified in the Partnership area			N/A		MT - 13	
						RCT - 21	
						UHB - 98	
						3 <sup>rd</sup> Sec 2 JCP 8	Total 142
	<b>CM Indicator c :</b> Number of Carers Wales Carer Awareness Sessions held			N/A		MT - 1	
						RCT - 2	
					UHB - 3		
					Total = 6		
<b>CM Indicator d:</b> Number of staff in the Partnership area who have received Carers Wales Carers Awareness Training			N/A		MT - 11		
					RCT - 7		
					UHB - 39		
					Total 57		
<b>CM Indicator e:</b> Number of staff in the Partnership area who have completed Carer Aware e-learning training			N/A		MT - 0		
					RCT - 0		
					UHB - 15		
					Total 15		
<b>What are we trying to achieve</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Delivery Date by</b>	<b>Progress</b>			

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

<b>Develop three levels of training</b>	<ul style="list-style-type: none"> <li>Three levels of carer based training will be developed</li> </ul>	CM Lead/CM Coordinators/Carers Training Partnership	Year 1 – Qtr 1	Completed	
	<ul style="list-style-type: none"> <li>Staff will be identified and the appropriate level of training provided</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 2	Staff are being identified across the Cwm Taf region. Ongoing.	
	<ul style="list-style-type: none"> <li>Carer awareness will be embedded into existing staff training plans within the LHB and both Local Authorities</li> </ul>	CM Lead/CM Coordinators/Carers Training Partnership	Year 1 – Qtr 1	Ongoing via Training Partnership. Carer Aware e-learning Pilots undertaken. Rollout to begin Year 1, Qtr 3 Delays have occurred due to updating of IT system by NWIS	
<b>To have a network of Carers Champions</b>	<ul style="list-style-type: none"> <li>Key staff will be identified to act as Carers Champions</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 1	Carers Champions are currently being identified across Cwm Taf. Ongoing	
	<ul style="list-style-type: none"> <li>The role of the Carers Champions will be developed to ensure sustainability (training the trainers)</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 3	A Carers Champions 'job description' has been developed to ensure staff members are aware of the 'duties' of a Carers Champion LHB have commissioned Carers Wales to hold Training Sessions for Carers Champions	
	<ul style="list-style-type: none"> <li>Work with existing Carers and Young Carers Projects to identify methods of ensuring information is always up to date and available to the Carers Champions</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 3	Champions are updated, where appropriate with Carers Information. LHB presented with MT CBC and Barnardos Young Carers projects to student councils, school nurses and welfare officers making appropriate links with School Attendance Officer LHB/CBC's helped to develop the Young Carers module for e-learning. This will be promoted with School Champions and School Nurses as well as health staff including pharmacists	
	<ul style="list-style-type: none"> <li>Identify and train appropriate staff. Priority will be given to</li> </ul>	CM Lead/CM Coordinators	Year 1 – Qtr 4	Both face to face and e-learning training is provided to all identified Carers	

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<p>the following:</p> <p>Carers Champions in GP surgeries, hospital ward staff, schools, district nursing and health visiting, social services and housing</p>				Champions. Systems developed to identify and train staff ensuring a robust recording mechanism.	
<p><b>E-learning packages to be commissioned, developed and rolled out</b></p>	<ul style="list-style-type: none"> <li>Procure e-learning package to be utilised across all partners to raise awareness and understanding of carers</li> </ul>	CM Lead	Development – Year 0		Completed	
	<ul style="list-style-type: none"> <li>Procure a Young Carers e-learning unit</li> </ul>	CM Lead/CM Coordinators/Carers Officers	Year 1 – Qtr 1		Currently being developed. Awaiting finalisation. Should be complete Year 2, Qtr 1	
	<ul style="list-style-type: none"> <li>Identify and train appropriate health, community and frontline staff to undertake carer awareness e-learning</li> </ul>	CM Lead/CM Coordinators/Carers Champions	Year 1 – Qtr 3		Ongoing. Pilots undertaken. Rollout to begin Year 1, Qtr 4	
	<ul style="list-style-type: none"> <li>Monitor completion rates and initial compliance with the new package and establish an evaluation method</li> </ul>	CM Lead/CM Coordinators/Host website admin			Management reports developed which will monitor completion rates	
<p><b>Community based staff are ‘Carers Aware’</b></p> <ul style="list-style-type: none"> <li>Identifying and training all appropriate community and frontline staff to undertake carer awareness training over the course of the 3 year strategy to develop the training plan inclusive of:</li> <li>LHB staff</li> <li>Local Authority staff</li> <li>3<sup>rd</sup> sector staff</li> </ul>	CM Lead/CM Coordinators/Carers Champions		Year 3 – Qtr 4		Ongoing. Staff being identified for training.	

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	<p>An LHB representative will attend the Multi-agency and Diversity Forum (MADF) to raise the profile of Carers and Carer awareness training amongst minority groups.</p>	<p>CM Lead</p>	<p>Year 1 – Qtr 1</p>	<p>Presentation made to MADF during consultation process. Ongoing representation.</p>	
<p><b>Carer related training will be embedded into existing learning and development options</b></p>	<p>Work to be undertaken with corporate and central training units to embed carer awareness into:</p> <ul style="list-style-type: none"> <li>• Induction processes</li> <li>• Equality and diversity training</li> <li>• CPD and PDP opportunities (including GPs and targeted work at KSF gateways)</li> <li>• Child protection and Protection of vulnerable adult training</li> <li>• Mental capacity training</li> <li>• Assessment and care planning training</li> <li>• Customer care training</li> </ul> <p>Supervision</p>	<p>CM Lead/CM Coordinators/Carers Champions (Relevant Personnel)</p>	<p>Year 2 – Qtr 3</p>	<p>Attendance at CDP and Pharmacy Events. The LHB have produced a Carers Policy. RCT are currently developing a Working Carers Guide. Merthyr are exploring the development of a Carers Policy.</p> <p>GP CPD presentation by LHB June 2013 GP Managers presentation – September 2013 Pharmacy staff to undertake Carer Awareness e-learning March 2014</p> <p>Ongoing work.</p>	
	<p>Work with universities and colleges delivering relevant health and social care courses to embed carer awareness into their core modules:</p> <ul style="list-style-type: none"> <li>• University courses – nursing, medicine, occupational therapy, social work, pharmacy</li> </ul> <p>Further education courses – QCF, NVQ</p>	<p>CM Lead/CM Coordinators</p>	<p>Year 1 – Qtr 3</p>	<p>Multiple meetings held with the University of South Wales. It was agreed that they would incorporate the Carers Aware e-learning training package into their nursing, social work and teaching degree syllabus.. Rollout commenced Sept 2013 – targeted at 900 students per year.</p> <p>Currently working with Merthyr College in incorporating the Carer Aware e-learning into the Health and Social Care course.</p> <p>Physio undergraduates to undertake e-learning Spring 2014 CM Lead on All Wales task group to pursue opportunity to roll out to students on national level including medical</p>	

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

					students		
<b>Key Aim 5: Carers needs assessments will be undertaken by all appropriate and trained health and social care staff</b>							
<b>How will we measure our success</b>	<b>Key Outcomes</b>				<b>Actual 12/13</b>	<b>Target 13/14</b>	<b>Actual 13/14</b>
<b>WG Performance Indicators</b>	<b>Indicator 3a:</b> The percentage of adult Carers who had an assessment or review of their needs in their own rights during the year				MT – 54%		MT –
					RCT – 27.36%		RCT - 29.51 %
	<b>Indicator 3b:</b> The percentage of Young Carers known to the Partnership who were assessed during the year				MT – 100%		MT - 100%
					RCT - TBC		RCT - TBC
<b>What we are trying to achieve</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Delivery By</b>		<b>Progress</b>		
<b>Carers assessment are consistent across the Cwm Taf Region</b>	<ul style="list-style-type: none"> <li>A multi-agency Assessment group will be established to explore the feasibility of developing one regional approach to Carers assessments for consistency</li> </ul>	CM Lead/CM Coordinators/Carers Champions	Year 1 – Qtr 1		Group has been established. Currently linking in the Single Integrated Assessment Group. Review further following the implementation of the Single Integrated Assessment process.		
<b>All identified key staff will be trained and supported to undertake</b>	<ul style="list-style-type: none"> <li>Liaise with key staff to identify appropriate staff groups to undertake carers assessments</li> </ul>	CM Lead/CM Coordinators/Carers Champions/SCDWP	Year 1 – Qtr 3		Ongoing. As above. To be established further upon implementation.		

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

<b>Carers needs assessments</b>						
<b>Key Aim 6: Carers are engaged in decision making that affects them and the person they care for</b>						
<b>How will we measure our success</b>	<b>Key Outcomes</b>			<b>Actual 12/13</b>	<b>Target 13/14</b>	<b>Actual 13/14</b>
<b>WG Performance Indicators</b>	<b>Indicator 6:</b> The percentage of Carers that report they have been involved in decisions that affect them and the person they care for in discharge and care planning during the year			<b>MT -</b>	<b>MT -</b>	<b>MT -</b>
				<b>RCT -</b>	<b>RCT -</b>	<b>RCT -</b>
				<b>UHB -</b>	<b>UHB -</b>	<b>UHB -</b>
<b>What are we trying to achieve</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Delivery By</b>	<b>Progress</b>		
<b>Discharge planning processes meet the needs of Carers</b>	<ul style="list-style-type: none"> <li>Review discharge planning processes in relation to Carers, protocols and associated training and information ensuring that Carers are involved in the process</li> </ul>	CM Lead/LHB CM Coordinator/LHB Champions	Year 1 – Qtr 3	<p>Task group established. Being looked into further by the Single Integrated Assessment Group.</p> <p>Support for Carers survey conducted. Included questions regarding Discharge Planning. Analysis of questionnaire now available.</p> <p>CM Lead on All Wales task group in development of national survey to be utilised as baseline for measurement of impact of CM Measure</p>		
	<ul style="list-style-type: none"> <li>Explore best practice recommendations and ways to improve through consultation with carers</li> </ul>	CM Lead/LHB CM Coordinator/LHB Champions	Year 1- Qtr 3	<p>As above.</p> <p>Carer Awareness Training should encourage awareness and inclusion of Carers in discharge Planning.</p>		
<b>Carers are consulted about services that affect them</b>	<ul style="list-style-type: none"> <li>Review current options for Carers to be engaged and involved in decision making regarding services for Carers and cared for</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 3	Carer representatives sit on the CM Steering Group and Task and Finish Groups.		

Year 1 = 2013 – 2014

Year 2 = 2014 - 2015

Year 3 = 2015-2016

	Explore options to improve carer engagement		Year 1 – Qtr 3		Carer Awareness Training should encourage awareness and inclusion of Carers in discharge Planning. Working with the Communications Hub where required.
<b>Carers are involved in the Carers Measure implementation</b>	<ul style="list-style-type: none"> <li>Carers are invited to participate in all relevant Carers Measure strategy meetings and task and finish groups</li> </ul>	CM Lead/CM Coordinators/Project Officers	Development – Year 0		Carer representatives have been used on Steering and Task and Finish Group. Carers will continue to be consulted where appropriate.
	<ul style="list-style-type: none"> <li>Carers are consulted annually to evaluate progress of the measure to identify unmet needs and priorities for the following years action plan</li> </ul>	CM Lead/CM Coordinators/Project Officers	Year 1 – Qtr 1		Ongoing. Cwm Taf Partners feel it is important to consult with Carers only if meaningful outcomes are achieved. Support for Questionnaire distributed in Year 1, Qtr 1 (hardcopy and online versions made available). The results of this will act as baseline data for the Measure.
	<ul style="list-style-type: none"> <li>Carers are invited to participate in consultation and engagement activities through wide ranging methods</li> </ul>	CM Lead/CM Coordinators/Project Officers	Development – Year 0		Carers have been and will continue to be consulted, where appropriate, throughout the life of the Strategy. LHB linking with Communication Hub to ensure collaborative working re consultation of Carers
	<ul style="list-style-type: none"> <li>Carers to establish what information would be helpful, when and how they would like to access it.</li> </ul>	CM Lead/CM Coordinators/Project Officers	Development – Year 0		Included into initial development work. Residential weekend held for Young Carers to be engaged March 2013



**CWM TAF HEALTH BOARD CARERS MEASURE FUNDING**

**PLAN 2013-14**

**Total Allocation - £106,400**

**Total spent - £106,320**

<b>Organisation</b>	<b>Purpose</b>	<b>Cost £</b>	<b>Objectives/Aims reference</b>
	<b>Staff Costs</b>		
UHB/RCT CBC/MT CBC	1 x fte plus 2 x pte Carers Measure Coordinators	<b>£82,977</b>	Key Aims 1-6
	<b>Engagement/Consultation</b>		
RCT CBC/Merthyr Tydfil CBC/Cwm Taf LHB	A range of Engagement workshops and activities with Carers to consult on various elements of the Strategy.	<b>£1000</b>	Key Aims 1-6
	<b>Strategy Launch</b>		
As above	Launch of Carers Measure Strategy (18 <sup>th</sup> June).	<b>£1027</b>	Key Aims 1-6
	<b>Training – Carer Awareness</b>		
As above	Production of Carers drama for the Strategy Launch to raise awareness. The drama demonstrates the day in a life of a Carer and covers all ages from Young Carers and Young Adult Carers to Adult Carers. This will also be utilised for staff training and taken to the Head Teachers Conferences in both RCT and Merthyr Tydfil as well as to other staff groups.	<b>£1,800</b>	Key Aim 4
As above	DVD x 50 Who Cares for the Carer? Training toolkit	<b>£100</b>	Key Aim 4
	DVD's.Training	<b>£17.16</b>	Key Aim 4
	Training CD's	<b>£120</b>	Key Aim 4
	<b>Marketing Campaign – Carer Awareness</b>		
RCT CBC/Merthyr Tydfil CBC/Cwm Taf LHB	Marketing campaign including. Carer awareness raising: radio adverts, billboards, posters, branding, cinema advertising, information folders, leaflets. This year the Youth Mayor's charity in Merthyr Tydfil will be Young Carers which will enhance promotion to raise awareness of Carers.	<b>£9553.80</b>	Key Aim 1-6
As above	Prescription stickers printed.	<b>£1568.10</b>	Key Aim 1-6

	Carer awareness campaign across Cwm Taf – via Cwm Taf Pharmacy		
As above	Carers Notice Boards purchased for GP Surgeries, Wards, LA areas to display information	<b>£2420</b>	Key Aim 1
As above	Repair of monitor A&E Dept. Screen to promote Carers support project	<b>£203</b>	Key Aim 1
	<b>Outcomes information</b>		
As above	Carers Measure Cwm Taf survey Survey of Carers in Cwm Taf to establish baselines for outcomes	<b>£652</b>	Key Aims 1-6
As above	All Wales Carers Questionnaire Contribution to All Wales questionnaire to define baseline for measuring impact of Measure across Wales	<b>£1000</b>	Key Aims 1-6
	<b>Carers Champion Conference</b>		
As above	Conference held to launch the Carer Awareness e-learning toolkit. Also information sharing with exhibitors of services	<b>£1341</b>	Key Aims 1 and 4
As above	Carers Champion badges	<b>£350.50</b>	Key Aims 1,2,3,5 and 6
	<b>Merchandise – Carer Awareness raising</b>		
As above	Carer awareness raising merchandise	<b>£2190.60</b>	Key Aims 1,2,3,5 and 6