

## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **Report to the Health and Wellbeing Scrutiny Committee on the CWM TAF CARERS ANNUAL REPORT 2016/17**

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

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### **1. PURPOSE OF TEHR EPORT**

- 1.1 The purpose of the report is to share with Health and Wellbeing Scrutiny Committee the Cwm Taff Carers Annual Report for 2016/17.

### **2 RECOMMENDATIONS**

- 2.1 It is recommended that the Health and Wellbeing Scrutiny Committee considers the content of the Cwm taff Carers Annual Report for 2016.

### **3 REASONS FOR RECOMMENDATIONS**

- 3.1. Prior to the implementation of the SSWB Act, UHBs were given a lead role under the Welsh Government's Carers Measure to work with partners including Local Authorities, Third Sector and importantly, Carers themselves. We were required to submit an Annual Report to Welsh Government to provide an overview of the activities undertaken as part of the implementation of the Carers Measure. Although the Carers Measure has been repealed, the requirement for an Annual report has been continued for 2016/17 and 2017/18 as part of the conditions of transitional funding from WG in place until March 2018.

### **4. BACKGROUND**

- 4.1 As part of the Regional Work programme of the Cwm Taf Social Services and Well-being Partnership Board, a new Cwm Taf Carers Strategy was developed in 2016 to replace the separate plans of partner organisations. Working with partners across Rhondda Cynon Taf and Merthyr Tydfil, including Carers themselves, the Cwm Taf Carers Strategy 2016-2019 covers Carers of all ages.
- 4.2 Having reviewed our current services, building on the progress made implementing the Carers Measure from 2012-2015 and taking into account the requirements of the SSWB Act as well as the views

expressed during engagement and consultation with Carers and staff, we developed the following Vision:

*Carers of all ages in Cwm Taf will be recognised and valued as being fundamental to supportive and resilient families and communities. They will not have to care alone and will be able to access information, advice and support to help meet their needs, empowering them to lead healthy and fulfilled lives, balancing their caring role and their life outside caring.*

- 4.3 A Cwm Taf Carers Partnership Group has been established with Member and senior officer representatives from across Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council, Cwm Taf University Health Board and the Third Sector. The Carers Partnership Group will monitor the implementation of the Strategy and promote the integration of services for Carers, as required by Part 9 of the SSWB Act.
- 4.4 Throughout 2016/17, Cwm Taf UHB, Rhondda Cynon Taf County Borough Council and Merthyr Tydfil County Borough Council have built upon the success of the previous year and continued to work collaboratively together and with other partners in improving recognition of Carers and providing appropriate information and support. The Annual Report provides an opportunity to reflect on the progress we have made to date and looks ahead to the challenges and opportunities we will face in 2017/18.
- 4.5 Key areas of work have included:
- The continued recruitment and support of over 400 Carers Champions throughout Health and Social Care and the third sector, ensuring Caring Awareness is embedded into various departments and organisations;
  - The provision of Carer Aware training (both via e learning and face to face) to further expand the knowledge of both Carers Champions and staff throughout the Cwm Taf region;
  - The sharing of best practice at an annual Carers Champion conference held in May 2017 to coincide with Dementia Awareness Week;
  - Engagement with Carers to inform the development of the Population Assessment for Carers required under Part 2 of the SSWB Act;

- Launch of the new Cwm Taf Carers Strategy and associated annual Action Plan;
  - Creation of a new Cwm Taf Partnership Group to oversee implementation of the Strategy, reporting to the SSWB Partnership Board and;
  - Production of a DVD involving Carers to raise awareness and be used in training.
- 4.6 Funding was previously available from Welsh Government to deliver the Carers Measure - whilst the funding came to the UHB (because under the Measure Health Boards were given the lead for implementation) the funding was used in partnership.
- 4.7 With the repeal of the Carers Measure, Welsh Government is providing transitional funding of £1million per annum for Wales in 2017/18 (£99K for Cwm Taf) to protect and build on progress to date and to prepare for the expansion of Carers rights on the implementation of the SSWB Act. Funding will be provided on the understanding that we work in partnership to implement the Act by:--
- Strengthening the partnership approach at a local level;
  - Creating opportunities to enable third sector to fully participate in the delivery;
  - Setting out how we intend to plan and deliver the increased responsibilities for health and the new responsibilities for local authorities;
  - Ensuring this transitional funding is used as the means to embed the practice of mainstreaming Carers' needs, so it is common practice.
- 4.8 The Cwm Taf Carers Strategy has identified priority areas for investment going forward under the following 5 aims. A detailed Action Plan for 2017/18 is being implemented.
- 4.9 The Aims for the Cwm Taf Carers Strategy are:
- *Aim 1:* Identifying Carers of all ages and recognising their contributions
  - *Aim 2:* Providing up to date, relevant and timely information, advice & assistance to Carers of all ages
  - *Aim 3:* Providing support, services & training to meet the needs of Carers of all ages
  - *Aim 4:* Giving Carers of all ages a voice, with more choice & control over their lives

- *Aim 5: Working together to make the most of our resources for the benefit of Carers of all ages*

## 5. **EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 There are no foreseen equality and diversity implications associated with this report.

## 6. **CONSULTATION**

- 6.1 The multi agency Cwm Taf Carers Partnership has led the implementation and monitoring of the Carers Strategy. It has representatives from the Health Board, both Local Authorities, Third Sector and Carers. The work also involves a range of other partners including schools, University of South Wales and Job Centre Plus.

## 7. **FINANCIAL IMPLICATION(S)**

- 7.1 There are no financial implications aligned to this report. The Cwm Taf Carers Partnership oversees the use of the Welsh Government transitional funding, reporting to the SSWB Transformation Leadership Group and the SSWB Partnership Board.

## 8. **LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 8.1 The Social Services and Wellbeing (Wales) Act 2014 came into force in April 2016 and is intended to transform the way services are delivered. It repeals the majority of community care legislation including the Carers Strategies (Wales) Measure 2010.
- 8.2 The new Act provides a definition of a carer as “a person who provides or intends to provide care for an adult or disabled child” and removes the requirement that carers must be providing a “substantial amount of care on a regular basis.” The Act includes new rights for carers and new duties on local authorities.

## 9. **LINKS TO THE COUNCILS CORPORATE PLAN/OTHER CORPORATE PRIORITIES/SIP**

- 9.1 The work to implement the Carers Strategy has complemented the Council's priorities to Promote independence and positive lives for everyone including Carers of all ages.

**ANNEX 1**



**Cwm Taf Carers  
Strategy  
Annual Report  
2016 - 2017**

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## Cwm Taf Carers Annual Report 2016 – 2017

### Foreword

The Cwm Taf Social Services and Wellbeing Partnership Board have committed to a range of strategic intentions across the region in line with the implementation of the Social Services and Well-being Act. This has included the development of a new Cwm Taf Carers Strategy and the establishment of a Cwm Taf Carers Partnership Group.

This report provides an overview of the work undertaken by partners working with Carers in 2016/17 to help us achieve the Vision we have set out for Cwm Taf.

*Carers of all ages in Cwm Taf will be recognised and valued as being fundamental to supportive and resilient families and communities. They will not have to care alone and will be able to access information, advice and support to help meet their needs, empowering them to lead healthy and fulfilled lives, balancing their caring role and their life outside caring.*

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## 1. Cwm Taf Carers: An Overview

We recognise that there is no typical Carer. Carers of all ages, whether Young Carers, Young Adult Carers, Parent Carers of children with a disability, working age or older Carers, look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide can be physical, emotional or social. Carers are individuals who may not see themselves as Carers, but consider themselves above all a parent, wife, husband, partner, son, daughter, friend or neighbour.

People living in Cwm Taf have lower life expectancy and live with a higher burden of ill health for longer than elsewhere in Wales. There are areas of significant deprivation which also impacts on health and well-being. By 2039, the population in Cwm Taf is expected to rise from 295,865 to 304,543 but within this figure the numbers aged over 65 years and over will grow significantly, with the biggest increase being seen in those aged 85 years and over.

We are likely to see a rise in the number of people living with a range of chronic conditions such as heart and respiratory disease as well as cancer and dementia. Over 40% of people aged 75 and over in Cwm Taf live alone. All of these things will have an impact on the need people have for care of some kind, much of which will be provided by informal Carers who may be family, friends or neighbours.

The 2011 Census provides information about Carers but must be treated with some caution as it is based on people "self reporting" that they are Carers and answering the census questions accordingly. From our engagement, people do not always recognise themselves as Carers and the true level of informal caring is probably higher. Census data for Cwm Taf tells us that:

- Nearly 13% of the population in Cwm Taf (29,640 Carers in RCT and 7,427 in Merthyr Tydfil) were providing care to a family member, friend or neighbour; This is slightly higher than the all Wales figure of 12% and higher than the England and Wales figure of 10%;
- 57% of Carers in Cwm Taf are female and 43% are male;
- The majority of Carers locally are over the age of 50, with the largest group of people (34%) aged 50-64;
- The number of Carers over the age of 65 is increasing more rapidly than the general Carer population. There has been a 32% increase since 2001. With an ageing population, this is likely to increase further over the coming years;
- There were 3263 young and young adult Carers under the age of 25, an increase of 19% since 2001;



- 11,752 Carers in Cwm Taf (32%) provide over 50 hours of care per week. This has increased from the 2001 Census. This highlights that Cwm Taf Carers are providing substantial levels of care, which is frequently not recognised or valued and which can often impact on the health of the Carer themselves.
- Census data in 2011 for Cwm Taf Carers showed that 35% of Carers rated their health as fair, bad or very bad.

Carers UK 2015 State of Caring report found that 82% of Carers felt caring had a negative impact on their health and 55% reported they had suffered from depression as a result of their caring role. In Carers UK 2016 State of Caring report, 54% of Carers reported that they expected their quality of life to get worse in the next year and 49% of Carers had given up work to care whilst 23% had reduced their working hours.

Carers' circumstances vary enormously, as can the type and amount of support they give. Caring can be a gradual process as over time someone becomes more frail and needs more support or it can happen suddenly, for example if someone has an accident or a health problem like a stroke. Young Carers often have adult caring responsibilities while having the legal status of children. Whilst it is also rewarding, caring can be both physically tiring and emotionally stressful. Carers often feel isolated, unsupported and alone, with poorer health, less financial security and fewer opportunities to participate in day to day life outside caring. This information reinforces the importance of supporting Carers in their caring role.

## 2. Social Services and Wellbeing (Wales) Act 2014

During 2016 – 2017, the Social Services and Wellbeing (Wales) Act 2014 (SSWB) came into force with an emphasis on wellbeing. Key principles embedded within the Act include:

- Ensuring adults and children who need care and support and Carers (including young Carers) have a voice, more control over their lives and are at the heart of decision making;
- Working in partnership, including the integration of services across health and social care with a focus on the delivery of preventative approaches, based on building strengths and promoting independence and;
- The provision of appropriate advice, information and assistance, strengths based and person centred assessment, inclusive of young people and Carers.

The SSWB Act provides the legal framework for improving the wellbeing of people who need care and support and Carers who need support. It simplifies and consolidates the law relating to Carers and, for the first time, gives them equivalent rights to those that they care for. The Act applies to Carers of all ages.

As defined in the Act, a Carer is a person of any age who provides or intends to provide care for an adult or disabled child but who is unpaid except for Carers related allowances. The Act has removed the previous requirement that Carers must be providing “a substantial amount of care on a regular basis”. Carers are legally entitled to a Carer’s to a Carer’s needs assessment regardless of the amount or type of care they provide, their financial means or the level of support they may need.

Under this Act, local authorities and health boards must carry out and publish a Population Assessment, which looks at:

- The needs for care and support, and the support needs of Carers;
- The extent to which those needs are not being met;
- The range and level of services needed to meet those needs; and
- How services are delivered through the medium of Welsh.

The population assessment covers the following groups of people:

- Carers;
- Children and young people;
- Learning disability;
- Mental health;
- Older people;
- Physical disability and sensory impairment and;
- Violence against women, domestic abuse and sexual violence.

During 2016-17 Cwm Taf UHB, RCTCBC and MTCBC developed their Population Assessment which includes a specific document for Carers. The Population Assessment Briefing Documents can be accessed by the link below.

<http://www.ourcwmtaf.wales/cwm-taf-population-assessment>

## **Population Assessment**

Undertaking this assessment has given an opportunity to revisit and build on what we know about Carers, both in terms of data and the things that Carers say are important to them, as summarised in the box below. It has reaffirmed and refined the key areas to focus on, to meet Carers' needs for care and support. The headlines from the assessment:

- The higher levels in Cwm Taf of poor physical and mental health, chronic illnesses and disabilities, together with an ageing population, have an impact on the need for informal care and the number of Carers locally.
- Carers need to be recognised and valued for their caring role. Carers want to be listened to and have more control over their lives but “one size does not fit all.”
- Carers must be able to find the information and support they need easily and quickly to help them sustain their caring role.
- Carers want to participate in and stay connected to a life alongside caring.
- Carers and service providers must work together with more effective communication and coordination between services, seeing the person and not the problem.

The findings from the Carers Assessment also link to other common themes. The things which affect Carers do not stand in isolation. As individuals, they may also be service users in their own right (for example, as an older person, someone with a sensory impairment or a mental health issue) and their needs will have been the focus of other sections in the Population Assessment.

Similarly, the care and support issues facing the person they are caring for will be addressed in other sections of the Assessment under the specific themes. As the headlines have illustrated, it is really important to recognise the overlaps and see people “in the round”, taking a holistic approach to what both Carers and the cared for person need, avoiding working in silos and ensuring our responses and plans are joined up.

Some of the key issues faced by those covered by the other themes of the Population Assessment as well as Carers are:

- Information and advice;
- Being listened to and understood;
- Preventative services;
- Community connectedness and resilience and;
- Co-ordination and working together.

A common message from Carers and other population groups is that services must work together more effectively, both within individual organisations and across agencies, particularly where people have multiple or complex needs. This is important not just for health and social care but also other areas like housing, leisure and transport if needs are going to be met fully.

The Cwm Taf Carers Strategy and its associated Action Plan highlights what we need to do to address the findings of the Population Assessment for Carers. The Social Services & Wellbeing Partnership Board must also produce an Area Plan by April 2018 in response to the Population Assessment as a whole.

### **3. Cwm Taf Carers Partnership Group**

The Task and Finish Group set up in 2015 to develop a new Cwm Taf wide Carers Strategy has completed its task. This group has been replaced by the Cwm Taf Carers Partnership Group.

#### **Purpose**

A multi agency Cwm Taf Carers Partnership Group was established in 2016 and will oversee the implementation of the Cwm Taf Carers Strategy 2016-19 across Merthyr Tydfil and Rhondda Cynon Taf, including the development and delivery of an annual Action Plan.

The Cwm Taf Carers Partnership Group will consist of Senior representation from Statutory and Third sector partner organisations and Carers who reside in Cwm Taf.

#### **Principles**

The following principles will be used by the Cwm Taf Carers Partnership Group to inform its work:

- We will promote and support effective communication across the partnership;
- We will make sure that users of our services, particularly Carers, are able to influence the work of the partnership;
- We will focus on what matters to the people and communities of Cwm Taf;
- We will promote and develop solutions towards preventing problems occurring or getting worse for people in Cwm Taf;
- We will promote and support collaboration and integration;
- We will make sure that we strike a balance between short term needs and longer term goals;
- We will listen to, understand and respect individual organisational views and the views of other parties;
- We will conduct business with transparency and openness and;
- We will fully utilise the wide range of skills, knowledge and experience which are available to the Group.

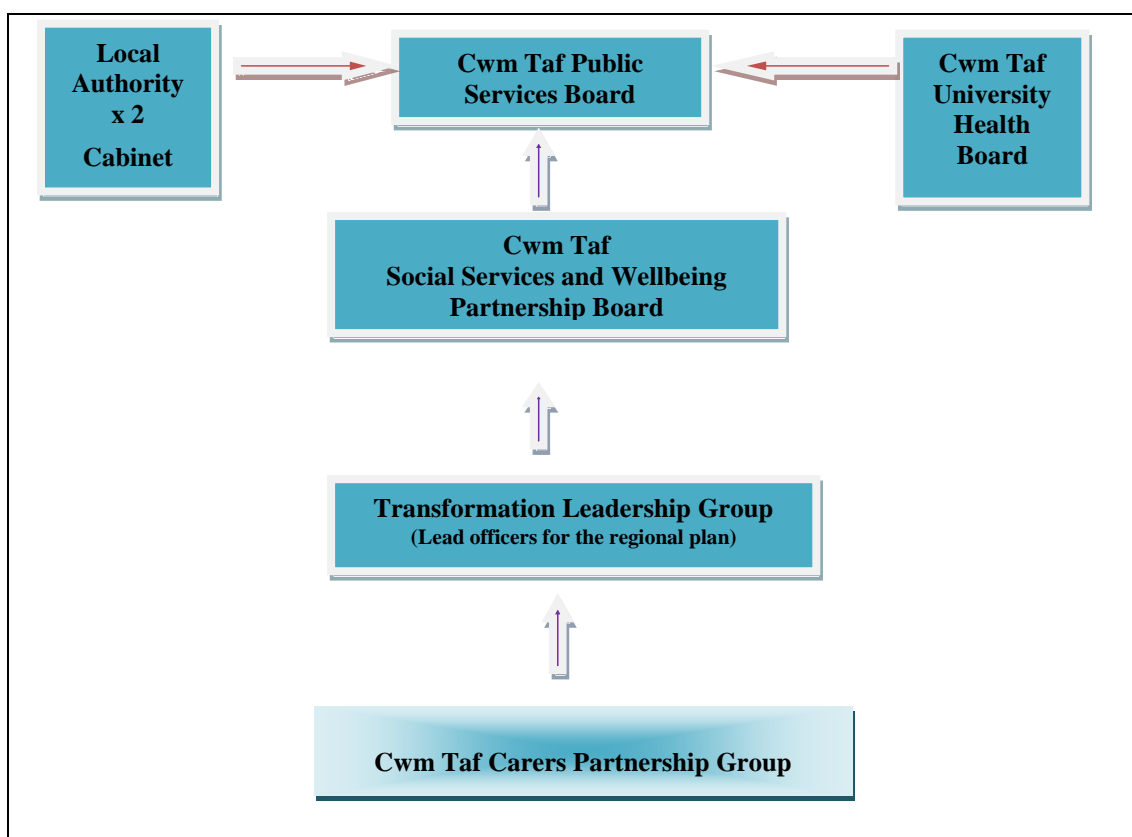
#### **Objectives**

- To develop and oversee delivery of an annual Action Plan for the Cwm Taf Carers Strategy 2016–19 to ensure its effective implementation.

- To ensure delivery of the Action Plan and Strategy are monitored and reviewed against agreed and understood outcomes and performance indicators.
- To actively engage Carers, young Carers and Carers organisations in the planning of services so that their needs are met across Cwm Taf
- To ensure that Carers are consulted on the commissioning and delivery of local services that affect Carers or the person cared for.
- To ensure appropriate use of funding allocated by Welsh Government to support delivery of services for Carers.
- To report regularly to the SSWB Partnership Board on progress, key issues and exceptions, escalating any barriers to progress for resolution
- To produce an annual report on progress for the SSWB Partnership Board and as required by Welsh Government
- To appoint task and finish groups as needed to undertake any specific pieces of work.
- To review and action as appropriate any requirements from the refreshed Welsh Government Carers Strategy 2016.

## REPORTING

The following reporting and governance arrangements are in place:



In effect the Cwm Taf Carers Partnership Group will report through the Transformation Leadership Group to the Cwm Taf SSWB Partnership Board. Individual organisations will also report into their appropriate governing

bodies, providing information and updates on progress and gaining endorsement where this is required.

### **Membership**

The Group membership includes Carer Representatives as well as Senior Representation of Officers and members from Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council, Cwm Taf Health Board, Education, Jobcentre Plus, Voluntary and Private Sectors.

Other representatives may be invited or co-opted to the Group to express their views, contribute to particular agenda items or provide an advisory role. Membership will be reviewed annually.

## **4. Key areas of work in 2016/17**

Throughout 2016-17, Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council and Cwm Taf University Health Board have built upon the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers.

Current services for Carers in Cwm Taf are provided by a range of organisations in the statutory and Third Sector. As well as accessing general services like GPs in primary care available to everyone, there are also specific services to support Carers, including young Carers and young adult Carers. These include:

- In RCT, a Carers Support Project run by the Local Authority.
- In Merthyr Tydfil, a Carers Network of service providers coordinated by Voluntary Action Merthyr Tydfil (the County Voluntary Council).
- Services commissioned from the Third Sector including Crossroads Care, Barnardos, Age Connects Morgannwg.
- A network of over 400 Carers Champions in settings across health, social care, education, housing, leisure, Job Centres and in the voluntary sector.

Again, we have faced a number of challenges throughout the year, particularly in relation to staff capacity in both the UHB and the two local Authorities as a result of vacant staff posts (two of which were as a result of uncertainty about future funding arrangements.) Nevertheless, as this Annual report demonstrates, we have continued to address the needs of Carers locally and to improve outcomes for them and their families.

### **4.1 Cwm Taf Carers Strategy**

The Cwm Taf Carers Strategy 2016 – 2019 has been officially launched. The development of a Cwm Taf wide Carers Strategy replaced the three existing previous plans:

- RCT Carers Strategy 2012-2014
- Merthyr Tydfil Carers Strategy 2012-2017
- Cwm Taf Carers Information and Consultation Strategy 2012-2015.

Cwm Taf recognises the importance of Carers getting their voices heard and that both Carers and service users are engaged and consulted to ensure that their needs are being met. It is essential that Carers are recognised as key partners in care and that their invaluable perspective is taken into account when developing future services.

As part of the engagement work, Carers were involved in a variety of focus groups, workshops and meetings. Information and questionnaires were also provided online on partner websites and through the Cwm Taf Consultation



Hub. The use of social media and other communication mechanisms were also used. A detailed Engagement Analysis report was produced in December 2015.

The engagement feedback highlighted the areas that Carers feel are important to them and which we therefore considered in developing our Strategy. Carers views were reinforced in March and April 2016, when consultation was undertaken on the final draft of the Cwm Taf Carers Strategy. A detailed Consultation Analysis report was produced in May 2016.

The outcomes from both the engagement and consultation exercises have been taken into account in finalising our Strategy and were also fed into the work on the Population Assessment.

The most common issues raised during engagement and consultation were regarding:

- Easy access to a central point of up-to-date, easy to understand information and advice;
- Access to respite and short breaks to recharge batteries and more free time for young Carers to spend with friends/socialise;
- Professionals should respect, communicate and listen to Carers;
- Awareness raising is needed to increase knowledge and understanding of the caring role, both in society and with professionals;
- More practical support would ease the pressure on Carers;
- More emotional support would prolong the health and wellbeing of Carers;
- More funding and resources is needed for Carers;
- Support Groups for both younger and older Carers are highly valued;
- Carers would like accessible and discounted transport;
- Better understanding is needed from employers and schools;
- Carers need more understanding of Carers Champions and their role;
- Better communication is needed between different agencies with automatic referral processes and;
- Access to appropriate training and workshops to support Carers in their caring role.

## **Vision and Principles**

Throughout health and social care communities, there is an increasing emphasis on supporting people in ways that help them to retain their ability to live in the community, maximise their independence and give them choice and control over the services they receive. It is also important to promote and improve health and wellbeing, providing preventative services and early intervention.

For many people, this will involve help and support from a Carer. The Carers Strategy is about what we need to do to support Carers, understanding and meeting any needs they may have in their own lives, as well as working

together with them to address the needs of the person they are caring for. Based on what Carers have told us, we have developed a Vision Statement:

*Carers of all ages in Cwm Taf will be recognised and valued as being fundamental to supportive and resilient families and communities. They will not have to care alone and will be able to access information, advice and support to help meet their needs, empowering them to lead healthy and fulfilled lives, balancing their caring role and their life outside caring.*

To underpin our Vision, we have identified the following principles and approach to service delivery which reflect what Carers say is important to them and which are also consistent with the approach taken in other relevant Cwm Taf plans, for example, the Joint Commissioning Statement for Older People:

- **Recognition and Respect**

Carers tell us that too often there is a lack of recognition and value of how much they do. Professionals and people in wider society do not always understand and appreciate the in-depth knowledge Carers have of the needs of the person they are caring for, the relationship they have with them and how difficult it can sometimes be juggling a range of demands.

- **Working together**

One of the main messages from Carers was that we need to listen to their views and experiences and include them effectively in decision making. Proactive, two way communication and involvement is vital.

- **Integration of services**

There needs to be better coordination at every level between the Carer and all the organisations they come into contact with. Services need to be joined up and targeted more appropriately so they deliver the best possible outcomes for the Carer, the person they care for and also make best use of our resources.

- **Accessibility**

Factors such as the timeliness of a response and access/ transport to services will be a key consideration in the way we commission and provide services.

- **Tackling isolation**

A greater focus is needed on tackling the isolation and social exclusion that can sometimes be felt as a result of caring commitments. The effects of

limited choice, freedom and opportunity or the lack of understanding and discrimination faced by Carers may be different depending on their age, for example, Young Carers but a range of support is needed to enable a Carer to balance caring with activities outside their caring role.

- **Focus on actions and outcomes**

We must ensure that there are direct and positive benefits for Carers as a result of the new Strategy. We must deliver change and improved outcomes in the areas they have identified as important to them.

### **Implementation and Delivery**

To achieve the Vision set out in the Strategy requires a multi agency and partnership approach. A cross section of agencies are committed to the delivery of the Strategy. Each has a role to play enabling Carers and the cared for to live as independently as possible and maintain a good quality of life.

As stated, we have established a Cwm Taf Carers Partnership Group and there will be specific Task and Finish groups if required to be responsible for overseeing the delivery of the Strategy and monitoring performance.

### **Annual Action Plans**

The Cwm Taf Carers Strategy is not a fixed and final plan but a framework which sets out what will be taken forward over the next three years. Annual Action plans will be developed which will detail key actions, lead responsibilities, timescales, resource implications and performance measures, which will focus on the outcomes we want to achieve.

### **Outcomes we want to achieve and monitoring progress**

The success of this Strategy and the benefits it delivers will be reviewed regularly. It will be a partnership plan and a variety of staff within a wide range of sectors will be responsible for working in collaboration to implement it effectively.

An annual report on progress will be reported to the Cwm Taf Social Services and Wellbeing Partnership Board, as well as the individual organisations i.e. the two Local Authorities, the Health Board and Welsh Government.

Copies of the Cwm Taf Carers Strategy, an easy read version and welsh translated documents will be available on partner websites and the link below:

<http://cwmtaf.wales/how-we-work/plans-and-reports/cwm-taf-carers-strategy-2016-2019/>

## **So What?**

- Engagement with Carers and other stakeholders informed the development of the new Strategy. The Cwm Taf Carers Strategy 2016 – 2019 focuses on the needs of Carers.
- Collaborative working helps to secure support for Carers, whilst making best use of a wide range of knowledge, expertise and support services.
- Young Carers designed the Young Carers version of the Carers Strategy themselves.

## **Next steps?**

- Implementation of the Action plan for 2017-18 will direct our future work, strengthening the partnership approach across the Cwm Taf Region.
- The implementation of the SSWB Act regional plan, as it relates to Carers, ensuring Carers needs are recognised and mainstreamed.

The following sections look at progress made under each aim of the Strategy.

## **5.1 Aim 1. Identifying Carers of all ages and recognising their contributions**

### **Raising Awareness of Carers**

Working with Primary Care staff, we have ensured the majority of GP Surgeries now have dedicated Carers notice boards and are looking to develop their Carer Champion roles. This enables the display of relevant, up to date information which is readily available to Carers and signposting when they attend the Practice.

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 Carers Projects raise awareness of Carers through various means and staff attend local community events regularly to raise awareness of Carers throughout the Cwm Taf region. For example, the Big Bite (Wellbeing Zone) a 2 day event with over 13,000 members of the general public attending, Community First events, Housing Association Tenant events and third sector information events.

Carers Champions are encouraged to sign up to Carers Wales/UK campaigns in supporting Carers Week and Carers Rights Day Events.

Both RCT Carers Project and Merthyr Tydfil's Carers Strategy Network have developed close links with the Third Sector Intermediate Care Fund Community Coordinators across the region. Referrals to Carers services have been received from the Coordinators and the Coordinators information resource has been utilised to support Carers across the region.

Following the success of the previous Carers Champion conferences, the fourth annual conference took place in May 2017. The conference acts as a platform for celebrating the success of the Carers Champions, along with highlighting some key achievements gained through 2016-17.

### **Improved Identification and recognition of Carers**

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

GP Surgeries now have the facility for recording Carers on information systems, which can assist them in ensuring the Carers is supported appropriately. Along with this, local Carers services continue to receive referrals from Primary care.

In RCT the Young Carers Support worker has been taking forward the Young Carers Schools Award, which incorporates 3 levels of attainment: bronze, silver and gold. This aims to complement the work that was carried out under the Carers Measure and further enhance Carer Awareness amongst education settings, leading to improved recognition and support of Young Carers within schools. 9 Comprehensive schools are now undertaking the Award and 5 schools have already attained the Bronze level 3. 3 schools hope to attain the Silver level in the coming months.

RCT Carers Support project has had 339 new adult Carers registering with the Project during 2016/17 and are currently supporting just over 2500 adult Carers in RCT. The young Carers Service has continue to see an increase in the number of referrals received for an assessment – 103 received during 2016/17.

Currently there is annual training to BTEC Level 2 Health and Social Care students at Merthyr Tydfil College of Further Education and Community Nurse Post Graduate students at University of South Wales. Post Graduate training was delivered in December 2016 and BTEC Level 2 training was delivered 16th February 2017. It is hoped that additional university training will be forthcoming in the immediate future.

In Merthyr Tydfil, Carer Awareness sessions have been delivered to various teams within the Local Authority (8 sessions, 52 staff since July 2016) and there are around 30 'non-health' Carer Champions across the County Borough. Existing Champions will need to receive a bi-monthly e-bulletin. Unfortunately, none of the awareness raising to staff in 2016/2017 led to take up of the Champion role and three attempts to audit existing 'non health' Champions to assess how the role of Champion was working, whether Champions needed additional support etc. were unsuccessful in terms of response with only two Champions replying over three separate attempts to engage. The Cwm Taf Carers Partnership Group will determine how we progress with Champions in future years.

Outreach with DWP in Merthyr Tydfil re-commenced in February. This involves a monthly visit to Jobcentre Plus talking to Carers about services in Merthyr Tydfil. These Carers are invited by a support member at Jobcentre Plus to attend where they receive or have an underlying entitlement to Carers Allowance.

In June 2016, there was a young carers musical held in the Coliseum, Aberdare. Acted by Carers, this was an excellent opportunity and production by all involved.

### **Recruitment of Carers Champions across the Partnership area**

As in previous years, Carers champions have been recruited widely across the Cwm Taf region. This has included health settings, such as hospital wards, GP surgeries and pharmacies.

We have started to look at how we can work with other Champions (Dementia, Older People, Mental Health etc) across Cwm Taf to avoid duplication and also raise awareness of Carer Champions.

### **Training to meet the needs of staff across the Partnership area**

Carers Wales and the University Health Board's Workforce Development department ran training sessions 'Getting in on the Act' which were for Health Board Carer Champions. 32 people attended with more scheduled for 2017/18.

### **Responsive training for Carers as identified through engagement with Carers**

In RCT a total of 63 training sessions and workshops have been provided to adult Carers, which resulted in 1277 Carer attendances.

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

*"It was great to have some time out from my caring role and an opportunity to speak to others in a similar situation to myself".*

*"He's never invited to parties or events with other children because they don't understand him so it was so nice for him to be part of something and for me to feel comfortable bringing him" (comment from a parent carer following a Halloween party for families of children with additional needs).*

*"We never go anywhere together because it's just too difficult. I feel like we've had some quality time together because everything was arranged for us" (comment from a Carer who was able to take the person they care for out for the day with the project).*

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

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

Carer Awareness workshops are being delivered at the University of South Wales and through online tutorials. Carers of all ages have been involved in each of the workshops delivered, reinforcing the issues faced daily by Carers and allowing Carers to have a voice.

The workshops have been targeted at pre-registration social work students, pre and post registration nursing students. Following the workshops, students

undertake the Carer Aware e-learning, in order to further enhance their knowledge of Carers.

A course was run in December 2016 with 20 participants. The presentations have also been updated to give current and timely information.

### **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.
- 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.
- Developing links with the third sector has encouraged more appropriate signposting, where relevant, to Carers across Cwm Taf allowing them to gain the support and information needed to support them in their caring roles.
- The Carers Champion Conference recognises the valuable work carried out by Carers Champions, increases awareness of the rights of Carers and provides a platform for networking and sharing knowledge, experience and best practice across sectors.
- Carers are recognised as partners in care and recorded on appropriate systems.
- Early identification of Carers prevents Carer breakdown.
- Carers are now increasingly recognised and supported more effectively by Primary Care Services and in Education.
- Consistent 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.
- There are clearly identified Carers Champions, acting as a single point of access for GPs and other Primary Care staff.
- Cwm Taf has been influential in ensuring Carers are 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.
- Carers Awareness continues to be included on the nursing and social work course syllabus, thus further developing students understanding of Carers and enabling them to be more Carer Aware when entering their chosen professions.
- Improved relationships with Further Education staff and improved networks.
- Enabling Carers to have a voice through Carer involvement in training
- Collaborative working enabling co production and reciprocal working



## Next Steps?

- Plans to extend training to all pharmacies, to develop a resource portal to cascade information and to network with other champions.
- Continued support for key Carer events, for example, during Carers Week and Carers Rights Day.
- Ongoing attendance at partnership events to raise awareness and profile of Carers.
- Continued identification of Champions across Health and Social Care.
- 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.
- An Annual Carers Champion Conference
- Carers in their own right are now a beneficiary group for the Integrated Care Fund with also a contribution from this funding to the ICF to enable projects specifically for Carers.
- Carers Champions will continue to be identified across Cwm Taf.
- The continued provision of training to Carers Champions and Health and Social Care staff to ensure their continued professional development.
- Carers of all ages will continue to be identified across the region to ensure they are supported in an effective and timely manner.
- Ways of identifying and supporting Carers of all ages are mainstreamed as part of everyday practice.
- Continued identification of Carers Champions across the Cwm Taf Region, including a review of areas that appear to have gaps/less coverage.
- Roll out of Agored Accreditation for Carers Champions in GP Practices and consideration of whether the scheme or something similar could be used for other staff groups.
- Further workshops are being planned for both nursing and social work degree students in 2017-18
- Looking to expand into other courses run by the University.
- RCTCBC have set up training sessions with Jobcentre Plus to raise awareness about support available for Carers.
- Discuss with local South Wales Police teams to raise awareness of local support available to their staff who are Carers and how these staff can be supported in the workplace.
- Continued rolling out of the e-learning modules.

## **5.2 Aim 2. Providing up to date, relevant and timely information, advice & assistance to Carers of all ages**

### **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 (which is also available in Welsh) has been distributed widely across Cwm Taf.

Both the UHB and Local Authority websites are continually updated to ensure accuracy and accessibility of information provided to Carers. Carers literature is reviewed consistently and any updated information made available to Carers across Cwm Taf.

In 2016/17, RCT Carers Support Project provided Carers Packs to 365 *new* Carers and a total of 1572 Carers Packs have been provided to *new* Carers from April 2013 to March 2017.

Along with this, 339 *new* Carers have registered with RCT's Carers Project during 2015-16 and a total of 1679 *new* Carers have registered from April 2013 to March 2017.

Within RCT and MT, Carers email distribution lists are utilised to target information and to keep Carers up to date with changes and news topics that may be of interest to them. Carers Newsletters in both MT and RCT Carers Services are sent to registered Carers, identified Carers Champions and are distributed widely across Cwm Taf. Social media is also utilised to target a varying demographic of Carer.

During 2016 the new Cwm Taf Information, Advice and Assistance service has been established together with the use of an online resource DEWIS. Both Local Authorities and the UHB have contributed to the production of the Carers section on Dewis Cymru. This ensures quality information is available from a network of social care, health and third sector organisations across Wales, supplemented by local information relevant to Cwm Taf.

MacMillan have added a Carers information and support page to their Cancer Services Intranet Site on which we will be able to upload useful information and links that will help our staff signpost Carers.

### **Appropriate information for staff**

In Merthyr Tydfil 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.

In RCT, the Staff Briefing is utilised to ensure staff across all departments receive the most up to date Carer information and are aware of the support available from RCT Carers Support Project.

We have started working with SCDWP (Social Care Workforce Development Partnership) to provide training across Cwm Taf to include Carers information leaflets on all training courses and to run a mandatory module on Carers. This is an exciting opportunity to embed in 2017/18.

A variety of information is provided to staff across Cwm Taf in various formats and is also an important aspect of staff training activities.

The Annual Carers Champions conference enables the sharing of information with staff attending through a range of information stands, networking and presentations. Information is then cascaded to other staff through the Champion networks.

All partners continue to raise awareness of the Advocacy support available in Cwm Taf to alleviate stress and impact on Carers.

### **The Carers Information & Support Programme (CrISP)**

CrISP is run by the Alzheimer's Society working in partnership with RCT Carers Support Project. The sessions, which will run 4 times a year, are designed to educate Carers and families of people with Dementia about how to cope with day to day life and how to plan for the future.

They aim to provide Carer information in a group environment where Carers are able to share their experiences and find out about local and national services that may be of help.

CrISP1 is a 2 day course for early to moderate stage dementia. It is only open to those who are caring for or had diagnosis. The modules on day 1 are around supporting a person with dementia, understanding dementia, coping with change, Carers looking after themselves, finance & legal, service that offer support and specialised teams.

Day 2 has speakers from the Memory Team, Age Connects Morgannwg around benefits advice, a solicitor around power of attorney etc, a counsellor from the Carers Project in Rhondda Cynon Taf on the emotional impact and a Social Worker on the Carer Assessment.

These sessions were held in Rhondda, Taf and Merthyr in 2016 and 32 Carers attended.

CrISP is as well as the Dementia Carers Network which met twice in 2016 with 26 Carers attending.

This work will continue in 2017/18.

### **So what?**

- Carers are more informed as a result of the increase in information provision, which helps them to find out easily 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 A-Z helps to address any gaps in information provision.
- Dewis Cymru allows Carers and professionals to have up to date access to information at the appropriate time. Dewis Cymru acts as a support resource for both professionals and Carers accessing information.
- Staff are kept up to date with the latest Carer developments.
- Staff are able to signpost Carers to appropriate support services.
- CrISP Enables Carers a safe environment to discuss issues and receive support.
- CrISP Increase Carers knowledge around dementia and following diagnosis.

### **What next?**

- Annual review of the A-Z guide as part of an ongoing review and updating of information provision to Carers, particularly in relation to the new Information, Advice and Assistance services in RCT and Merthyr Tydfil as part of the SSWB Act.
- Ongoing promotion of RCT's Carers Support Project and Merthyr Tydfil's Carers Network to encourage increased referrals and information provision.
- Ongoing provision of training and incorporation of Carer Awareness in general staff training.
- Regarding Advocacy, CTUHB, RCTCBC and MTCBC are working together to explore options of rolling out a Service Level Agreement to a Cwm Taf wide provision entitled the 'Independent Advocacy Service for Adults & Carers 50 years of age and over'.
- CrISP to continue in 2017/18
- Promote these sessions across Cwm Taf
- CrISP 2 to run which looks at moderate to advanced dementia.

### **5.3 Aim 3. Providing support, services & training to meet the needs of Carers of all ages**

#### **Respite Care**

From the engagement undertaken to develop the Carers Strategy and Population Assessment, it is clear that access to Respite and short breaks to charge their batteries is very important to Carers.

Cwm Taf UHB commissioned a research project on what is available for respite care in Cwm Taf. Carried out by the Welsh Institute of Health & Social Care, the study covered:

- An audit and desktop review of what is already available;
- Good practice from other areas;
- Arranging respite (identifying people to go to respite i.e. before crisis, planned, short, sudden and ad hoc);
- Eligibility criteria and access and any restrictions and;
- Demand/waiting lists (current demand across services and unmet need).
- WIHSC carried out interviews with professionals and Carers to shape this research and to give a true picture of what is happening across Cwm Taf.

#### **Promote help available within the community – combating loneliness and isolation including befriending**

Strong links have been made with the ICF Community Co-ordinators who are:

- based in the local area;
- provide information, advice and signpost to local community groups, activities and services;
- build strong relationships with communities, agencies and services (specifically for those over 65);
- support people to live their own lives within their communities and;
- raise community and statutory awareness of voluntary sector services.

A new drop-in session has been piloted once a fortnight in RCT for Carers to call in for a chat, meet other Carers and have some 'me time'. Representatives are periodically invited to attend the sessions to offer information and advice.

Meetings have been held in RCT with Age Cymru to look at ways of supporting their 'hidden Carers' campaign.

£22,000 has been allocated to the Third Sector for groups to submit bids relating to Carers.

The Grant Scheme is an opportunity to test out pilot projects and is for one financial year only. It is an opportunity for innovative ideas for new projects which can be introduced across Rhondda Cynon Taf and Merthyr Tydfil. Applications will need to comply with the following criteria:

- Combat the impact of loneliness and isolation
- Prevent unnecessary access to statutory services
- Support hospital discharge
- Support beneficiary groups to maintain their health, wellbeing and independence.

### **Recognition Carers Event**

2 events were held to highlight Carers Rights Day in November 2016. Over 80 Carers came together on the 22<sup>nd</sup> November 2016 to learn about their rights as Carers and to access good quality information and advice to support them to continue caring.

One Carer commented:

*“...(this is) important to be able to come together with other Carers, to find out what services are available and to be able to ask questions in a friendly atmosphere”.*

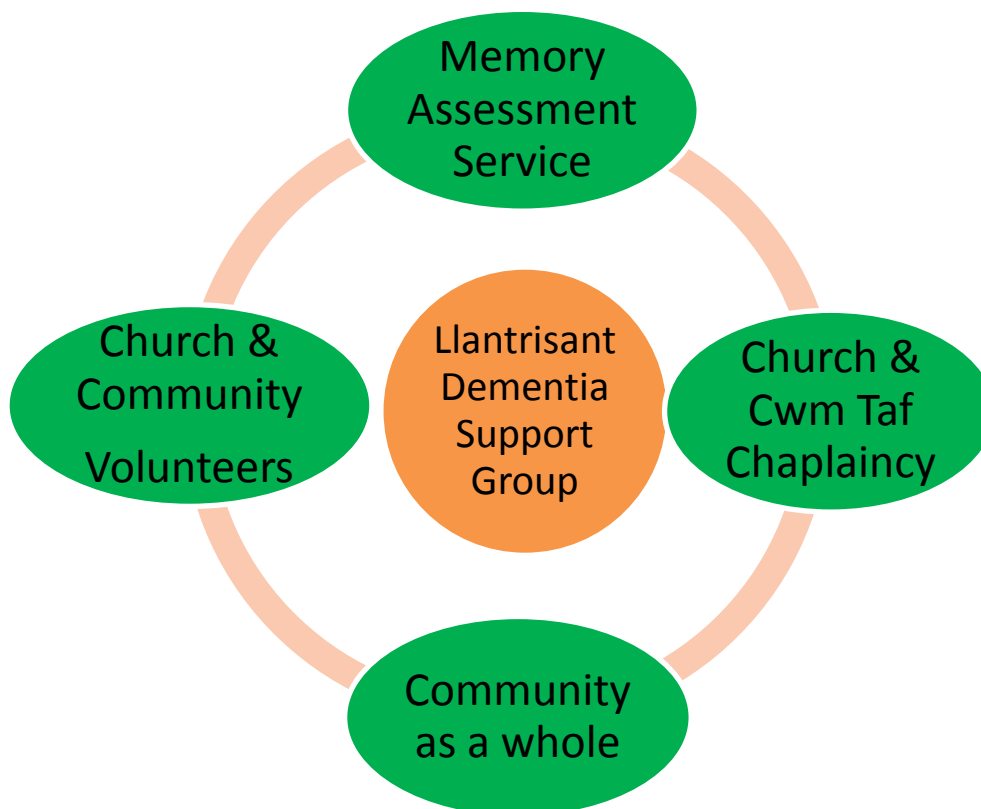
A ‘Young Carers Count’ Recognition Evening was held in November 2016 where 150 young Carers, young adult Carers and their special guests spent an evening recognising the important role that these young people undertake on a daily basis within their families. We were pleased to welcome a number of special guests from organisations that work closely with the young Carers, who came to present at the awards.

### **Residential for Young Carers and Young Adult Carers**

During the February 2017 half term, the young Carers team held their 3<sup>rd</sup> annual training residential for young carers and young adult Carers. These are funded through the Welsh Government training grant. The theme this year was ‘maintaining a positive outlook’ and offered a range of workshops from mindfulness and life coaching to woodwork and drumming.

### **Dementia Support Group**

Dementia Advisor for the Taf Ely Memory Service in Cwm Taf University Health Board oversees the Llantrisant Dementia Support Group Model. This group has a focus on dementia support. There is pastoral support seeking to increase their awareness of Dementia and looks to involve the wider community. This work also provides the opportunity for the memory assessment service to expand out into the community providing 2 way support, as shown in the diagram.



Through the evaluation process, members of the group stated:

*"... it is nice to have a friendly and happy place to meet people who understand the problems we have. Thank you all." Carer*

*"It is good to be able to discuss problems with the Mental Health Team (MAS)"Member*

*"Please don't ever stop the group." Carer*

*"(I am) finding this group very good and feel part of the group especially being by myself it is very important for me – gives me the joy of belonging in my changes." Member*

### **Stroke Group for Carers**

Relatives/carers of stroke survivors report increased levels of depression. They can also experience high levels of carer burden, anxiety and loneliness. Assistant Psychologist and Consultant Clinical Psychologist have set up a Carers Stroke Group for Carers to come together who are looking after someone who has had a stroke.

This 6 week programme brings Carers together for a half day session and a speaker to inform of them of what to expect, for example speech and language therapist, physiotherapist, occupational therapist. This enables:

- Families are supported by therapists to understand the person's needs and difficulties and how best to support them;
- Families are provided with education around the nature of the person's stroke and how best to support them;
- They are able to access psychology services in order to help with adjustment and emotional needs associated with the stroke;
- Signposting to other services to support with any other needs e.g. financial, social and to maintain physical and mental wellbeing.
- An opportunity for carers to chat and share experiences with each other.

### **So what?**

- Initial feedback from the drop-in sessions has indicated that Carers are feeling less isolated and look forward to the opportunity to share experiences with other Carers in an information environment.
- Age Cymru have funding to pilot ways of identifying new Carers and ensuring they receive information and support. By sharing resources there is the potential to identify and support many more Carers within RCT.
- The Dementia Support Group meets the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of every month. Café 50 in Pontyclun is now up and running and starting to build with new members. Covers alternate weeks to Llantrisant;
- The Dementia Support Group members include people living with Dementia, Carers and family members. There are between 16 -28 members and growing. Dedication of the volunteers that attend the Group;
- Past Carers also attend the Dementia Support Group where they used to attend with their loved one. On one occasion 4 generations of one family attended;
- The Dementia Support Group is celebrating it's 2<sup>nd</sup> Anniversary next month. Group members have taken ownership of the Group. The Group is informal and flexible.
- Research around peer-support and psychoeducational groups, as in the Stroke Group for Carers shows:
  - Research shows that peer support can:
    - Improve or maintain psychological, physical well-being.
    - Increase confidence, empowerment, acceptance of condition
    - Reduce loneliness.
    - Peer support can lead to improvements in mental health by promoting belief in recovery, increased self-esteem and social inclusion.
- The Stroke Group has currently been running for five weeks and receiving positive feedback from families and carers. Carers say that the group is often the only chance they have to do something alone and it's helpful to chat with other people who are experiencing similar things.
- They also report that the information they receive is helpful, and it eases their anxieties knowing that they can come and chat with a therapist every week if needed. Signposting other services has also been helpful to them, particularly as they come to the end of their programme.



## Next Steps?

- Respite Research report due in May 2017 which will be discussed at the Cwm Taf Carers Partnership Group and will inform actions.
- Community Co-ordinators have mapped groups relevant to older people so Carers are able to be sign posted to groups within their own area.
- Community Co-ordinators provide information at events where Carers attend.
- Continue to make links with the ICF Community Co-ordinators who are based in the third sector with further third sector links to embed this work.
- In addition, in 2017/18 the ICF remit has now expanded to support additional beneficiary groups and/or their families and Carers. They are:
  - Older people (aged 50+)
  - People with learning disabilities
  - Children with complex needs
  - Carers
- Evaluate the pilot drop-in sessions in RCT and develop based on feedback received.
- Age Cymru volunteers will be attending various events organised by the Carers Project and will be discussing new ways of helping people recognise themselves as Carers.
- We are in the early stages of setting up groups in Rhondda and Cynon and then to other areas of Cwm Taf including Merthyr
- Our good practice in relation to the Dementia support groups is being shared outside Cwm Taf – including Cowbridge, Cardiff, Neath and Aneurin Bevan UHB
- We are discussing with local businesses the feasibility and willingness of possible:
  - Dementia Awareness sessions
  - Information on how the business can become Dementia Supportive
  - Utilise the business resources for the group
- To provide safe and welcoming groups for people living with dementia and their loved ones across Cwm Taf. Supported by the Community, Peers and the Memory Service
- To increase awareness and understanding of Dementia within communities by utilising the expertise and resources within that community.
- The Stroke Group will continue to evaluate and to develop the service for Carers. They will incorporate mindfulness, relaxation, yoga etc into the sessions each week. Also continue to develop services for families and Carers so that they can continue to be supported.

## **5.4 Aim 4. Giving Carers of all ages a voice, with more choice & control over their lives**

### **Ensuring Carers have a voice**

Carer representatives, including Young Carers, are members of the Carers Partnership Group. They are involved in the implementation of the Carers Strategy.

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 are also involved in the delivery of the annual Carers Champion Conference.

During the Summer 2016, we worked with Carers of all ages across Cwm Taf in developing a DVD featuring the life of Carers. This was led, produced and performed by Carers themselves. The DVD contains different elements that can be used according to the audience and can be used to raise awareness of the issues that Carers face and to highlight the support available locally.

Carer engagement, involvement and consultation has featured highly in the production of the new Cwm Taf Carers Strategy and the Population Assessment. Engagement sessions were held with Carers in order to identify their priorities in moving forward. Engagement and consultation documents were made available in a variety of formats to enable Carers of all ages and abilities to have their voices heard.

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.

The Cwm Taf Social Services & Wellbeing Citizen Panel has Carer representation which will be renewed every 2 years.

### **John's Campaign**

Cwm Taf University Health Board has signed up to 'John's Campaign'. This campaign is about the right of people with dementia to be supported by their family Carers when they stay in hospital.

The campaign believes that Carers should not just be allowed but should be welcomed, and that a collaboration between the patients and all connected with them is crucial to their health and their well-being.

John's Campaign applies to all hospital settings: acute, community, mental health and its principles could extend to all other caring institutions where people are living away from those closest to them.

## **So what?**

- Carers have shared their knowledge and experiences whilst being members of the Cwm Taf Carers Partnership Group and have provided direction for the implementation of the Action Plan.
- 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.
- Carer involvement in the new Cwm Taf Carers Strategy and Population Needs Assessment ensured that their needs are met in moving forward and a tailored approach to meet specific needs.
- Carers DVD has been produced for groups, professionals and Carers to use.
- Cwm Taf Carers Co-ordinator has met with Senior Nurses to start this way of working in our hospital settings.
- A leaflet has been produced to inform patients and their Carers of this new approach.
- This approach can make a less stressful stay in hospital.
- This campaign gives a choice to the Carer and the cared for.

## **Next Steps?**

- Carers will continue to be involved in the implementation of the Cwm Taf Carers Strategy, providing direction at each stage.
- An Annual Carers Champion Conference will continue with input from Carers.
- University workshops are ongoing and Carers will be involved in training delivery to ensure maximum impact of all training provided.
- Carers will continue to be involved in the delivery of Carers Champion training.
- Carers will be consulted regarding local Carers support delivery where appropriate.
- Cwm Taf Carers Co-ordinator to present to Wards about John's Campaign.

## **5.5 Aim 5. Working together to make the most of our resources for the benefit of Carers of all ages**

### **Collaboration**

Details of the Cwm Taf Carers Partnership Group are referenced in section 3, but this work builds on a strong history of collaboration and regional working across the statutory and non statutory sector in RCT and MT.

With Carer and third sector representation on the Partnership group, this strengthens our partnership approach at a local level.

### **Effective use of anti poverty programmes to provide community based interventions which will help address the needs of Carers**

'Communities for Work' work with people of all ages to tackle poverty through sustainable employment and to provide support when it is needed, for as long as it is needed, to help people get into employment and training.

### **South Wales Fire & Rescue Service**

South Wales Fire & Rescue Service will carryout a full Home fire Safety Check to residents across Cwm Taf. Dependent on the risk, they can provide:

- Smoke alarms
- Wifi smoke alarms for deaf/hearing impaired.
- Strobe and vibrating pad for deaf/hearing impaired
- Heat detector
- Heat detector for deaf hearing impaired
- Extension leads
- Fire resistant bedding packs

Carers can self refer for this Check by telephoning 0800 169 1234 and quoting "*I am a carer*"

### **So what?**

- A Terms of Reference has been set by the Cwm Taf Carers Partnership Group.
- The Cwm Taf Carers Partnership Group will oversee the implementation of the Action Plan for the Carers Strategy.
- In RCT and MT there is a 2-way referral to and from the Carers Project and the Communities for Work; this work has been promoted in the Carers newsletter
- The Home Fires Safety Check business support allocate referrals to the Fire Station that covers the area or to a high risk team located at headquarters
- The Home Fires Safety Check visit will be carried out within 45 days of referral.

- The Social Service Referral Team, now have all staff testing smoke alarms on a weekly basis. The Team has made 10 referrals to the South Wales Fire & Rescue Service, 3 of which were actioned by the high risk team immediately.

### **Next Steps?**

- The Cwm Taf Carers Partnership Group will continue to meet for the duration of the Carers Strategy.
- Continue to promote 'Communities for Work'

## 6. Performance Monitoring

Under the SSWB Act there are specific Performance Indicators for Carers which RCTCBC and MTCBC are required to report on annually. Information currently available is presented below:

### Rhondda Cynon Taf County Borough Council

		April 16- March 17		Young Carer Measures	April 16- March 17
1	Number of assessments of need for support for carers undertaken during the year	232	1	Number of assessments of need for support for young carers undertaken during the year during the year	79
	Of those, the number that led to a support plan	13		Of those, the number of assessments that led to a support plan	38
2	Number of carer assessments that were refused by carers during the year	842	2	Number of requests for re-assessment of need for care and support and need for support made by a child, young carer or person with parental responsibility during the year	110
3	Number of requests for re-assessment of need of care and support and need for support made by an adult during the year	54		Of those, the number of re-assessments undertaken	97
	Of those, the number of repeat assessments undertaken	22	Of those, the number of re-assessments that led to a care and support plan or support plan	56	
	The number of repeat assessments that led to a care and support plan or support plan	13	3	Number of care and support plans and support plans for young carers that were reviewed during the year	0
4	Number of care and support plans and support plans that were reviewed during the year	4514		Of those, the number of plans that were reviewed within agreed timescales	0
	Of those, the number of plans that were reviewed within agreed timescales	2500			
5	Number of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year	177			
	Of those, the number of reviews undertaken	85			

### Merthyr Tydfil County Borough Council

Measure	QTR 3
The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	51.1%
The percentage of carers of adults who had an assessment or review of their needs in their own right during the year	50.6%
The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	77.7%

Young Carer Measures	April 16-March 17
Number of assessments of need for support for young carers undertaken during the year during the year	40
Of those, the number of assessments that led to a support plan	39

Number of care and support plans and support plans for young carers that were reviewed during the year	116
Of those, the number of plans that were reviewed within agreed timescales	115

## 7. Looking Forward

Throughout 2016-17, Merthyr Tydfil CBC, RCT CBC and Cwm Taf UHB have sustained the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers. This Annual Report has highlighted the key areas of work and provided examples of the progress made.

The Cwm Taf Carers Strategy will continue the work already achieved under the Carers Measure and improve services further as we implement the requirements of the SSWB Act.

The transitional funding to support Carers provided by Welsh Government for 2016/17 and 2017/18 to support the implementation of the SSWB Act is very welcome as there had been concerns regarding the loss of momentum and the lack of resources available to achieve identified actions. Cwm Taf UHB continue to have their Carers Coordinator in place. Merthyr CBC and Rhondda Cynon Taf, at present, do not have a Carers Coordinator in post in 2016/17. Partners are working together to maximise the impact of the funding and agree the use of the allocation for 2017/18.

Subject to staff resources, Cwm Taf partners intend that our new local Cwm Taf Carers Strategy will safeguard the progress and developments already made under the Measure and put provisions in place to build upon it. 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, meeting the increased responsibilities for partners under the SSWB Act.

### **Carers Champions Conference May 16<sup>th</sup> 2017**

The annual conference had 70 people attending. To coincide with Dementia Awareness Week, there were a range of speakers highlighting the work and good practice of champions from across Cwm Taf in relation to Dementia.

The feedback was overwhelmingly positive through the evaluation forms received. Attendees felt motivated to share what they had learnt with colleagues in their organisations and able to signpost their clients appropriately. They felt more aware of young Carers, especially after hearing the accounts of their lives and watching the digital story they have produced.

People felt they had received good information from all the stand holders. The stands from the various organisations reported good take up of information and resources, the conference offered many networking opportunities. The feelings expressed and comments provided described people as being inspired, informed and motivated. This can only help to improve the outcomes for Carers.