



RHONDDA CYNON TAF

RECORD OF DELEGATED OFFICER DECISION

SUBJECT: Cwm Taf Carers Measure Information & Consultation Strategy 2012-2015

PURPOSE OF ATTACHED REPORT:

To seek authorisation to approve the Carers Measure Information and Consultation Strategy 2012-15 for submission to the Welsh Government by 31st October 2012.

DELEGATED DECISION (Date):

That the Carers Measure Information and Consultation Strategy 2012-15 for submission to the Welsh Government by 31st October 2012, is approved.


Chief Officer Signature


Print Name


Date

The decision is taken in accordance with Section 15 of the Local Government Act, 2000 (Executive Functions) and in the terms set out in Section 5 of Part 3 of the Council's Constitution.

Michael Dory

CONSULTEE CABINET MEMBER SIGNATURE

30/10/12

DATE

W. Ellis

OFFICER CONSULTEE SIGNATURE

30/october/2012

DATE

Directorate:	Community & Children's Services
Contact Name:	Ellis Williams
Designation:	Group Director, Community & Children's Services
Tel.No.	01443 424141

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2012-13 REPORT TO ACCOMPANY DECISION OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

Part 1 (Non-Confidential)

Cwm Taf Carers Measure Information & Consultation Strategy 2012-2015

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to seek authorisation to approve the Carers Measure Information and Consultation Strategy 2012-15 for submission to the Welsh Government by 31st October 2012.
- 1.2 In accordance with the Council's Scheme of Delegation, this report has been prepared to accompany the intended Officer decision of the Group Director, Community and Children's Services as described below.

2. RECOMMENDATIONS

It is recommended that the Carers Measure Information and Consultation Strategy 2012-15 for submission to the Welsh Government by 31st October 2012, is approved.

3. BACKGROUND

- 3.1 The Carers Strategies (Wales) Measure 2010 was introduced into the National Assembly in January 2010 and became law in November 2010. Regulations were then made in 2011 coming into force in January 2012 requiring each Local Health Board in Wales, and the Local Authorities which fall within their area, to work together to develop and implement an Information and Consultation Strategy setting out how they will work together to assist and include carers. This Strategy must be submitted to Welsh Government (WG) by 31st October 2012 with Local Health Boards designated as the lead authorities.
- 3.2 The Strategy must set out the type of information that will be made available to carers that will assist them to carry out their caring role effectively and ensure that they are properly consulted regarding decisions made relating to the person cared for. This new duty requires the Local Health Board and Local Authority to actively engage with and involve carers when making decisions about the provision of services to or for carers or the person cared for. It applies to both individual care plans as well as to the overall planning, commissioning and delivery of local services that affect carers or the people they look after. The duty will therefore have significant implications for all staff.

- 3.3 The partnerships will not only be with Social Services in the Local Authority but should include other areas such as housing, education and leisure. Other partners should include the voluntary and private sectors.
- 3.4 The provisions of the Measure encompass carers of all ages, including young people under 18 who are caring.

4. ACTIONS TO DATE

Development of Strategy

- 4.1 The Cwm Taf Information and Consultation Strategy has been developed in collaboration with Cwm Taf Local Health Board, Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council, following wide engagement and consultation with both stakeholders and the public. The work has been led by a multi agency steering group.
- 4.2 A four week public consultation was held in July 2012 (responses are attached as Appendix 1). 254 responses were received. 86% of the respondents agreed with the definition of a Carer and 95% of the respondents agreed with the outcomes. The development of the Strategy has included representation from Carers at all stages.
- 4.3 As part of the consultation process, on 5th September 2012, Cwm Taf LHB delivered a presentation on the development of the strategy to Members of the Community and Children's Services Scrutiny.
- 4.4 An action plan for the implementation of the Strategy has been developed (Appendix 2). The final Strategy is also attached (Appendix 3). It should be noted that this Strategy will sit alongside the Merthyr Tydfil Carers Strategy 2012.

Carer Awareness Training

- 4.5 A training package for staff training in Carer Awareness across the three Organisations (Cwm Taf Local Health Board, Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council) has been agreed by the Carers Measure Steering Group and will be purchased by October 2012. The package will be purchased by the Local Health Board with funding allocated by the Welsh Government specifically on behalf of the partners for the implementation of the Carers Measure.

Carers Champions

- 4.6 Carers Champions across the three Organisations will be identified to assist in identifying staff within the Organisations to be trained in Carer Awareness and to ensure that appropriate up-to-date information for Carers is available to both staff and the public.

Carers Measure Co-ordinators

- 4.7 A Carers Measure Co-ordinator will be appointed utilising Welsh Government funding, initially on a temporary basis, by each of the three responsible Organisations by December 2012. The Co-ordinators will assist in the implementation of the Carers Measure Information & Consultation Strategy. Their remit will include:

- Liaising with the identified Carers Champions across the individual Organisations to embed the training process for Carer Awareness.
- Ensuring that staff induction packages include training in Carer Awareness.
- Responsibility for ensuring that up-to-date information is cascaded to Carers Champions for dissemination.
- Co-ordinating one standard approach is developed for Carers assessments
- Lead in the Training Partnership to be developed as part of the Measure.
- Responsibility for administration duties, e.g., co-ordination of meetings, reports etc.

Outcomes Framework

- 4.8 An Outcomes Framework is presently being developed by a multi agency task and finish group to ensure robust reporting mechanisms for the implementation, monitoring and reviewing of the Strategy. The performance measures will be incorporated into the Ffynnon management system.

Carers Assessments

- 4.9 A task group has been established to work in detail on the implications of the Measure. The group will develop appropriate protocols for assessments, including the scope for a common approach. It will also monitor any potential capacity issues.

5. FINANCIAL IMPLICATION(S)

Funding

- 5.1 The Local Health Board has been allocated £94,000 for 2012-2013 by Welsh Government for training and awareness. The Carers Measure Co-ordinators posts will be funded from this allocation. Consequently, the posts will be temporary appointments. It is anticipated that further funding will be allocated for 2013-14. Confirmation of funding is awaited from Welsh Government. The Co-ordinators posts will ensure that a sustainable training programme is embedded into the three responsible Organisations. The identified Champions in the work place will liaise with the Co-ordinators and will be required to attend meetings on a regular basis as part of their duties.

- 5.2 The e-learning toolkit will also be purchased from this funding.
- 5.3 It is likely that implementing the strategy will identify additional carers potentially resulting in increased demand for services such as respite care. It is not possible to predict this demand at the current time. Both Merthyr Tydfil and Rhondda Cynon Taf Councils will not accept carers assessments and requests for Council commissioned services from the LHB without clear agreements/protocols being in place as referred to in paragraph 4.9.

6. **COMMUNITY PLAN AND SUSTAINABILITY IMPACT SUMMARY**

A Community Plan and Sustainability Impact Summary has been completed and the proposals positively impact on a number of aspects of the Community Plan including a Healthy Merthyr Tydfil, and better access to quality services and facilities. A potential negative impact is the sustainability of services as referred to in paragraph 5.3 however this will be managed by having clear agreements/protocols in place.

7. **EQUALITY IMPACT ASSESSMENT**

An Equality Impact Assessment (EqIA) has been prepared for the purpose of this report. A copy of the EqIA and a screening form are available from the author.

Consultation Responses – Cwm Taf Carers Measure Information & Consultation Strategy 2012- 2015

Responses

234 questionnaires have been completed by the public in events. -
(133 RCT - 29 Carers, 101 Merthyr Tydfil - 21 Carers

Additionally, 20 questionnaires were completed on line. (10 in a professional capacity, 8 members of the public inc. 7 Carers and 2 representing groups)

Total 254 responses

Methodology: On line, events, group presentations

Additional comments have been Included from the following organisations/groups

- RCT LA
- Merthyr Tydfil CAB
- RCT Carers Strategy Steering Group
- Cwm Taf District Nurses
- Public Health Wales
- RCT CAB
- Merthyr Tydfil Carers Network
- Carers Measure Steering Group
- Members of the public

Response rates for Definition of a Carer and Aims of the Strategy	Agree	Disagree	Unsure
DEFINITION OF A CARER			
Carers look after family, partners or friends in need of help to achieve independent living, because they are ill, frail or have a disability. The care they provide can be physical or emotional. This definition includes Young Carers and Parent Carers of disabled Children. The term Carer includes people who may or may not be a relative and who may or may not be living with the person they care for. The care they provide is not part of an employment relationship and is unpaid except for Carers related allowances.	86%	11%	3%
Aim 1. CARERS OF ALL AGES ARE ALWAYS ABLE TO ACCESS RELEVANT AND TIMELY INFORMATION	90%	4%	6%
Aim 2. CARERS OF ALL AGES WILL BE RECOGNISED AND THEIR CARING ROLES RECORDED ON APPROPRIATE SYSTEMS	93%	3%	4%
Aim 3. THE CARERS TRAINING PARTNERSHIP WILL OVERSEE TRAINING			

APPENDIX 1

FOR CARERS OF ALL AGES THROUGHOUT THE CWM TAF REGION	95%	1%	4%
Aim 4. STAFF TRAINING AND DEVELOPMENT WILL ENABLE STAFF TO SUPPORT CARERS APPROPRIATELY	95%	2%)	3%
Aim 5. CARERS NEEDS ASSESSMENTS WILL BE UNDERTAKEN BY ALL APPROPRIATE AND TRAINED STAFF	93%	2%	5%
Aim 6. CARERS ARE ENGAGED IN DECISION MAKING THAT AFFECTS THEM AND THE PERSON THEY CARE FOR	96%	1%	3%

Additional Comments	Action
<ul style="list-style-type: none"> • GP's are key in the identification of Carers • Carers should be afforded more respect by professionals • Need more support for Young Carers • Manual handling training required • Ignoring Carers will have an insurmountable cost to the NHS • Support needed from other Carers • Carers need to be there for somebody • There should be more regular reviews of Carers and their environment • GP's need to be more involved and proactive • This will require more staff • When implementing the changes please remember to give mental health equal footing • Need information from medical staff • Carer could become the patient without the appropriate training • Family member should have a say as well as the Carer • Carers should be recognized as a very important part of the plan of changes • A mechanism is needed for information to be shared across LA's and LHB to ensure that all professionals involved are aware of the Carer and their caring role • Strategy states that Young Carers will be consulted about their specific training needs – this needs to be fed through to the action plan making reference specifically to Young Carers • There is a need to be clear that "staff training" includes staff from education, leisure etc. and not just social care and health staff. This needs to be included in action plan • Possible staffing implications re increase in Carers Assessments, dependent on the success of the measure and the desire of carers to have an assessment. Potential resource implications will need to be explored further, may result in capacity issues and implications for future services. A mechanism will be needed to alert staff that a Carers Assessment has been carried out. For example, how will health staff know if the Local Authorities have carried 	<p>Included in Strategy Included in Strategy Included in Strategy Action plan Included in Strategy Action Plan Noted Noted Included in Strategy Noted Noted Included in Strategy Included in Strategy Noted Noted Action plan Action plan Action Plan Included in Strategy</p>

<p>out an assessment and vice versa? Where and how will Carers Assessments be recorded?</p> <ul style="list-style-type: none"> We need to evidence in the action plan how we aim to enhance how we communicate with Carers and improve their quality of their lives and not just state that this will be done More reference needed regarding Young Carers as a specific group within the aims Need more detailed action plan with less reliance on task groups Gathering baseline information should be part of 1st year action plan Need to emphasize potential numbers of Young Carers Monitoring and Review feedback also required for Fframwaith in RCT It is very important that training and awareness courses are arranged at evenings and weekends and not just during work hours. We need to fit around Carers needs and not officers working hours Do we review existing MIS within RCT and Merthyr SWIFT? Need to measure the impact of training for Carers and how it has helped to improve their caring roles Ensure Communication Hub is made available in both RCT and Merthyr Tydfil. It is proposed that MTCBC will be creating a one-stop shop in Civic Centre and Carers Champion for Merthyr area could be based there Ensure patient consent is included with the training programme and data protection laws Not all staff are trained to provide Carers assessments – this is needed Ensure that Carers are involved in the discharge planning process Ensure Young Carer Awareness Training is delivered Ensure follow-up support is provided if information packs are widely distributed through Community Care, Primary Care and Secondary Care Ensure relevant localized information is provided and Carers Development Officer contact details are provided for each area for local residents Ensure Carers Champions link directly with the Carers Development Officers for current information and changes Ensure that staff who don't have access to a computer receive the Carer Awareness toolkit in a different format if feasible Need to ensure that quality is not diluted and that Carer's expectations are realistically and honestly managed 	<p>Action plan</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Action Plan Included in Strategy</p> <p>Noted</p> <p>Noted</p> <p>Action Plan</p> <p>Action Plan</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Action Plan</p> <p>Action Plan</p> <p>Action Plan</p> <p>Action Plan</p> <p>Noted</p>
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<ul style="list-style-type: none"> • Carers definition – wording could be less cumbersome • The practical difficulties that Carers face in order to be able to attend training are not acknowledged • Re Carers Training Partnership - need to clarify who Training is for – Carers and/or staff? • Partner organisations should review their own personnel policies/procedures/training to ensure that staff who are also Carers are supported in that role • Carers are key partners and should be consulted wherever possible about decisions and their views respected and recorded • Good document – only concern is that the 2001 Census is out of date and the SWIFT data is inaccurate. Numbers will be far greater – but we now that! 	<p>Noted Noted</p> <p>Action Plan</p> <p>Action Plan</p> <p>Included in Strategy Included in Strategy</p>
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Cwm Taf Information and Consultation for Carers Action Plan

2012-2015



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Cwm Taf
Health Board



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The action plan is a live document and currently covers years 2012 – 2015. 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.

Key Aim 1: Carers of all ages are always able to access relevant and timely information						
How will we measure our success	Key Outcomes					Actual 12/13
Key Outcomes / Performance Indicators	A task group has been established to agree the outcomes by December 2012.					
What are we trying to achieve	Action					
Wide ranging distribution of relevant information in the community	<ul style="list-style-type: none"> Establish common distribution network / lists for all partners to utilise Work with the new Communication Hub One Stop Shop and One 4 All Centre to ensure appropriate information is cascaded 	Responsible Officer	Delivery Date	Progress		
Meeting identified gaps in current information available	<ul style="list-style-type: none"> Map current distribution networks of partners and identify gaps in distribution networks. Each partner to review current information provision against minimum information required under the Carers Measure 	Carers Measure Co-ordinator (CM Coordinator)	April 2013			
Creating Cwm Taf Carers A-Z	<ul style="list-style-type: none"> Review, compare and contrast Merthyr and RCT CBC's Carers A-Z's Explore the development of a Cwm Taf Carers A-Z with information applicable across the region 	CM Co-ordinator & Information Officers	April 2013	<ul style="list-style-type: none"> RCT mapping and report complete 		
Develop marketing strategy to provide a range of material raising carer awareness	<ul style="list-style-type: none"> Posters, postcards 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 General awareness raising amongst professional organisations, Carers and the general public 	CM Co-ordinator and Project and Development Officers	April 2013 April 2012 & ongoing			
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
Key Outcomes / Performance Indicators						

What are we trying to achieve	Action	Responsible Officer	Delivery Date	Progress
Recording process for newly identified carers	<ul style="list-style-type: none"> Review existing documentation and processes from both a systems and paperwork perspective (including medical records) Review existing data capture processes of all partners inclusive of QOF and GP systems Explore methods of capturing carer data on the different partners systems 	All CM Coordinators LHB CM Coordinator LHB CM Coordinator	September 2013	
	<ul style="list-style-type: none"> Explore the development of systems to capture newly identified carers where appropriate 	LHB CM Coordinator	December 2013	
	<ul style="list-style-type: none"> Review existing management information systems and reporting mechanisms of all partners Explore methods of reporting on carers data 	All CM Coordinators LHB CM Coordinator	December 2013	
Management information systems provide reports on carers	<ul style="list-style-type: none"> Explore methods of eliminating duplicate carer entries between health, social care and 3rd sector reporting 	All CM Coordinators	December 2013	
	<ul style="list-style-type: none"> 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 	All CM Coordinators	April 2014	
	<ul style="list-style-type: none"> Explore methods of reporting carer involvement in assessment and care planning 	All CM Coordinators	April 2014	
Key Aim 3: The Carers Training Partnership will oversee training for carers of all ages throughout the Cwm Taf region				
How will we measure our success	Key Outcomes			Target 12/13
Key Outcomes / Performance Indicators				Actual 12/13
What are we trying to achieve	Action	Responsible Officer	Delivery Date	Progress

Development of Training Plan	<ul style="list-style-type: none"> Three Carer Measure Coordinator roles to be developed to cover Cwm Taf LHB, RCT and Merthyr CBC's CM Coordinators to develop 3 year detailed training plan The CM Coordinators will carry out a training needs analysis of carers and staff to inform the training programme The training officer will develop the monitoring systems, collate data and report to the Carers Measure Steering Group 	CM Steering Group	December 2012 April 2013	
		CM Coordinators, HR, Carers Champions and Training Officers across organisations & CM Coordinator		
To develop a Carers Training Partnership	<ul style="list-style-type: none"> A Carers Training Partnership will be established as a multi-agency group w The Partnership will be developed with carers of all ages The Partnership will undertake a review of existing training and identify any gaps in training The gathering of baseline information will be developed in the first year 	Carers Measure Steering Group	December 2013 December 2014	
Key Aim 4: Staff training and development will enable staff to support carers appropriately				
How will we measure our success	Key Outcomes			
Key Outcomes / Performance Indicators				Target 12/13
				Actual 12/13
What are we trying to achieve	Action	Responsible Officer	Delivery Date	Progress
Developed 4 levels of learning	<ul style="list-style-type: none"> Four levels of carer based training will be developed Staff will be identified and the appropriate level of training provided 	CM Coordinators, Carers Training Partnership & Carers Champions	April 2014	

To have a network of Carers Champions	<ul style="list-style-type: none"> Key staff will be identified to act as Carers Champions The role of the Carers Champions will be developed to ensure sustainability (training the trainers) 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 	CM Coordinators, & Training Partnership CM Coordinators, & Training Partnership & Carers Champions	April 2013 April 2014 Ongoing	
	Identify and train appropriate staff. Priority will be given to the following: <ul style="list-style-type: none"> Carers Champions in GP surgeries, hospital ward staff, schools, district nursing and health visiting, social services and housing 	CM Coordinators	September 2013	
E-learning package is commissioned, developed and rolled out	<ul style="list-style-type: none"> Procure e-learning package to be utilised across all partners to raise awareness and understanding of carers Procure a young carers additional e-learning unit 	Jayne Komor	December 2012 March 2013	
	<ul style="list-style-type: none"> Identify and train appropriate health, community and frontline staff to undertake carer awareness e-learning Monitor completion rates and initial compliance with the new package and establish an evaluation method 	CM Coordinators & Carers Champions Training Officers across all three organisations	September 2013 March 2013 & ongoing	
Community based staff are 'carer aware'	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: <ul style="list-style-type: none"> LHB staff Local Authority staff 3rd sector staff 	CM Coordinators & Carers Champions	March 2015	
Carer related training will be embedded into existing learning and development options	Work to be undertaken with corporate and central training units to embed carer awareness into: <ul style="list-style-type: none"> Induction processes Equality and diversity training CPD and PDP opportunities (including GPs and targeted work at KSF gateways) Child protection and Protection of vulnerable adult training Mental capacity training Assessment and care planning training Customer care training Supervision 	CM Coordinators & Carers Champions	December 2014	

	Work with universities and colleges delivering relevant health and social care courses to embed carer awareness into their core modules: <ul style="list-style-type: none"> University courses – nursing, medicine, occupational therapy, social work, pharmacy Further education courses – QCF, NVQ 	CM Coordinators	December 2014	
Key Aim 5: Carers needs assessment will be undertaken by all appropriate and trained community based health and social care staff				
How will we measure our success	Key Outcomes			
Key Outcomes / Performance Indicators			Target 12/13	Actual 12/13
What are we trying to achieve	Action	Responsible Officer	Delivery Date	Progress
Carers assessments are consistent across the Cwm Taf region	<ul style="list-style-type: none"> Explore the feasibility of developing one regional approach to carers assessments for consistency 	CM Coordinators & Carers Champions	April 2013	
Primary care staff identified, trained and supported to undertake carers needs assessments	<ul style="list-style-type: none"> Liaise with key primary care workers to identify appropriate staff groups to undertake carers assessments Train identified staff to undertake Carers Assessments 	CM Coordinators, SCDWP & Carers Champions	September 2013	

Key Aim 6: Carers are engaged in decision making that affects them and the person they care for						
How will we measure our success	Key Outcomes				Target 12/13	Actual 12/13
Key Outcomes / Performance Indicators						
What are we trying to achieve	Action	Responsible Officer	Delivery Date	Progress		
Discharge planning processes meet the needs of carers	<ul style="list-style-type: none"> Review discharge planning processes in relation to Carers, protocols and associated training and information ensuring that carers are involved in the process Explore best practice recommendations and ways to improve through consultation with carers 	CM Coordinators and LHB Carers Champions	December 2013			
Carers are consulted about services that affect them	<ul style="list-style-type: none"> Review current options for carers to be engaged and involved in decision making regarding services for carers and cared for Explore options to improve carer engagement 	CM Coordinators and Project and Development Officers	April 2012 & ongoing			
Carers are involved in the Carers Measure implementation	<ul style="list-style-type: none"> Carers are invited to participate in all relevant Carers Measure strategy meetings and task and finish groups Carers are consulted bi-annually to evaluate progress of the measure to identify unmet needs and priorities for the following years action plan Carers are invited to participate in consultation and engagement activities through wide ranging methods Carers to establish what information would be helpful, when and how they would like to access it. 	LHB Lead for Carers Measure and Carers Project & Development Officers	February 2012 & ongoing			

Carers Strategies (Wales) Measure

Cwm Taf Carers Information and Consultation Strategy 2012 – 2015



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1. Foreword

Welcome to the Carers Strategy (Wales) Measure Information and Consultation Strategy for Cwm Taf Local Health Board, Merthyr Tydfil County Borough Council and Rhondda Cynon Taff County Borough Council. Colleagues from the Third Sector and Carers themselves have also been involved in the development of the Strategy.

Purpose

The Carers Measure is a statutory requirement on the NHS and Local Authorities in Wales to work in partnership to prepare, publish and implement an Information and Consultation Strategy for Carers by October 31st 2012. Each Local Health Board in Wales and the Local Authorities which fall within their area must work together in preparing and publishing a strategy setting out how they will work together to assist and include Carers.

About the Proposed Measure

The purpose of this Measure is to enable the National Assembly to legislate the introduction of a new requirement on the NHS and Local Authorities in Wales ("the relevant authorities") to work in partnership to prepare, publish and implement a joint strategy in relation to Carers.

Summary of key points

- There will be a new duty on Health and Local Authorities to work with partners to develop local information strategies that will ensure Carers get "appropriate information and advice".
- There will be a new duty on the NHS and their partners to actively engage with partners to involve Carers when making decisions about the provision of services to, or for Carers, or the person cared for. This duty will apply to the overall planning, commissioning and delivery of local services that affect Carers or the people they look after.

The partnerships will not only be with Social Services in the Local Authority but should include other areas such as housing, education, leisure etc. Other partners should include the voluntary and private sectors. The provisions of the Measure encompass Carers of all ages, including young people under 18 who are caring.

Engagement with Carers

The development of this Information and Consultation Strategy has included the involvement of Carers at all stages including representation on task groups and in workshops. Carers will continue to be engaged throughout implementation of the Strategy.

Acknowledgements

We would like to thank everybody, including Carers, for taking the time to participate in the engagement and consultation process. We have taken account of all the comments made as part of the exercise in the development of the Strategy. We will also ensure that we keep you informed of progress in implementing the new Strategy. This will only be a success if we all work together and share information.

2. Carers Definition

Carers Measure definition:

For the purpose of this Strategy the definition is:

Carers look after family, partners or friends in need of help and support to achieve independent living, because they are ill, frail or have a disability. The care they provide can be physical, social or emotional. This definition includes young Carers and parent Carers of disabled children. The term carer includes people who may or may not be a relative and who may or may not be living with the person they care for. The care they provide is not part of an employment relationship and is unpaid except for Carers related allowances.

3. Carers: an Overview

Many Carers live in the same house as the person they care for. Others live nearby and visit regularly. Some live a distance away and visit weekly or monthly. Some provide care for a limited period of time or as part of an informal family support network. Some provide care for more than one person. Caring often impacts on the whole family, not just on one person. We recognise that **there is no typical Carer**. Carers are individuals who may not see themselves as Carers, but see themselves above all as a parent, child, wife, husband, partner, friend or neighbour. Carers' circumstances vary enormously, as can the type of support they give. For example, a carer supporting someone with a fluctuating mental health problem may provide emotional support. Someone caring for a person who is sick, disabled or frail may provide personal care (i.e. help with washing) and assist with practical tasks.

Caring can be a gradual process or it can happen overnight. For example, someone can be plunged into caring when a partner has a car crash or a stroke. Other people move more gradually into a caring role when a relative's health deteriorates over time, which they see as part and parcel of family life. They don't recognise that as the person they look after needs increasingly more support, they are becoming a carer.

Caring for someone can be both physically exhausting and emotionally stressful. Carers often feel isolated, unsupported and alone. Many may themselves have a stress-related illness or long-term health problem as a result of caring without adequate support. Analysis of the 2001 census shows that Carers who provide over 50 hours care per week are twice as likely to suffer from poor health as other people. The Office of National Statistics found that Carers who do not get a break are twice as likely to suffer from mental health problems as those that do.

Carers often experience a lack of financial security because of the cost of caring. There are particular difficulties for Carers accessing support to enable them to balance caring with work. We recognise that accessing **information and advice at an early stage** gives Carers choice and control over their lives and often means that Carers can continue to work.

From research, we know that Carers who do not get the right information often give up work to look after their relative and as a result pay heavy financial, social and health penalties.

When people are first faced with a caring situation it is really important that they are given the advice and information they need as quickly as possible so that they have access to help and support, making better decisions for themselves and their families. Helping people to realise they are Carers as early as possible helps ensure they don't miss out on essential information, advice and help for years because they simply don't realise they are Carers. They also need on going information as their caring role may need to change over time. The importance of

Carers and Young Carers cannot be underestimated and it is vital that priority is given to ensuring that this Carers Information and Consultation Strategy has the necessary commitment from professionals across Health, Local Authority, the Third and Private Sector.

4. Carer Profile in Cwm Taf

The area served by Cwm Taf Local Health Board (LHB) includes both Merthyr Tydfil County Borough Council (CBC) and Rhondda Cynon Taf CBC¹ with a total population of 287,943 at the time of the census in 2001. The area has an ageing population, but also has a higher proportion of those aged under 15, than in the other parts of Wales.

The 2001 census figures showed that in RCT there were 28,998 Carers (12.5%), or approximately one in eight of the population, and in Merthyr there were 7,042 Carers (12.6%), or approximately one in 8 of the population. The combined total of Carers in the Cwm Taf area is 36,040. It is estimated that of these 7,654 Carers provided care for 50 or more hours per week. (The updated 2011 data will be available at the end of 2012).

It is possible that the number of Carers within Cwm Taf LHB is even higher as the census indicates, 65,055 people reported they had a long term limiting illness yet only 32,497 reported they were Carers. Whilst not everyone with a limiting long term illness would have a carer it is surprising the number of people reporting themselves as a carer is not higher.

The numbers of people living in the Cwm Taf LHB area from Black and Minority Ethnic (BME) groups is statistically comparatively small. However, there are likely to be 300 – 500 BME (2% of carer population) Carers living locally. The Welsh Assembly Government BME Good Practice guide outlines the work required to meet the needs of these particular Carers.

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5. Young Carers in Cwm Taf

As with adult Carers, there is no typical Young Carer. They may be in a lone-parent household looking after a mother with, for example, multiple sclerosis; they may be in a two-parent family but still be the primary Carer for the sick or disabled parent(s); they may be supporting a brother or sister with special needs. Many young Carers are the primary Carers – the only person providing care – while others share the responsibility with other family members. They have needs which are unique to them as children and young people.

A survey carried out by the BBC /University of Nottingham, published in 2010, revealed that over 700,000 children in the UK could be young carers. This is 4 times as many as previously thought. The 2001 census indicated over 1000 young carers in RCT and Merthyr Tydfil but if the survey reflects the UK as a whole, this figure could be more than 4000.

Within both Merthyr Tydfil and RCT, there are successful Young Carers Projects supporting many Young Carers in Cwm Taf. Young Carers have adult caring responsibilities while having the legal status of children.

It is essential that professional staff in school are able to identify Young Carers, as Pupil absenteeism can sometimes be related to Carers issues. Often they are late for school or haven't had sufficient time to be able to do homework and are in need of support from

¹ To be known as Merthyr Tydfil and RCT throughout the strategy

professional staff to be able to lead a normal life. They can also be socially excluded if they don't have time to be able to go out with friends.

The 2001 census estimated that there are 175,000 young Carers in the UK, including 13,000 caring for over 50 hours per week. However, the Princess Royal Trust for Carers indicates that *'the real number of young Carers is much higher because the census makes no mention of alcohol or drug problems and many young Carers are 'hidden' due to the stigma attached to these conditions'*.

In Merthyr Tydfil, all children identified as Young Carers or as in need will be referred to the Multi Interventional Assistance Programme which will also address wider issues around the family as a whole. In RCT all young Carers that are identified are referred to the Young Carers Assessment and Development officer within Children's services for an assessment of their need, access to one-to-one support, advocacy and arrangement of supportive services for the individual they are involved in caring for and referral on to the Young Carers project. Similar to Merthyr Tydfil, the Team Around the Family approach in RCT is adopted for children identified as Young Carers.

6. Strategic Links

Both Local Authorities have existing multi-agency Carers Strategies for service development and support which outline the commitment and action plans to achieve their vision statements. The implementation of these Carers Strategies with their robust action plans and accountability ensures that the right level of support is given to Carers through on going engagement. The new Carers Measure requires the LHB to improve the way Carers are identified and signposted to services, and the development and implementation of this Information and Consultation Strategy will sit alongside the present Carers Strategies to complement them.

The Health Social Care and Wellbeing (HSCWB) Strategies for both Merthyr Tydfil and RCT 2011-2014, highlight our priorities to Carers and how the LHB and Local Authorities ensure that their independence is maintained. Within the current Health Social Care and Wellbeing plans, Maintaining Independence and Carers are identified as priorities and their needs considered in relation to the outcomes of the plan. The HSCWB plans and the Children and Young People's Plans will be superseded by the Single Integrated Plan (SIP) in April 2013. The SIPs will make reference to both Carers and Young Carers.

Other strategic links are:

- The Cwm Taf Engagement Strategy (to be completed end of 2012)
- The Older People's Strategy - with an increasingly ageing population it will be vital to ensure that links with Older People and Carers are maintained.
- Cwm Taf LHB, and Merthyr Tydfil and RCT CBC Equality Schemes and action plans.
- Cwm Taf LHB Mental Health Strategic Framework
- Families First Plans
- Cwm Taf Local Safeguarding Children's Business Plans
- The Corporate Plans for Cwm Taf LHB and RCT and Merthyr Tydfil CBC's

- Policies and Procedures for the LHB and L.A's

7. Present Carers Services

Both Merthyr and RCT fund Carers support projects and young Carers support projects. These services have been developed through consultation with Carers in order to shape their delivery to meet Carers needs. The range of services provided includes:

- Training for Carers, from manual handling through to stress management
- Access to further education courses
- Information and Consultation events to ensure that Carers can access relevant and timely information and inform service direction
- Information resources, such as Carers A-Z, Young Carer's information guide, regular newsletters and leaflets made available in the community and accessible online
- Carers support groups and forums to enable Carers of all ages to meet and share experiences
- In RCT there is a Carers freephone line (0808 100 1801) which is available 5 days a week to take people's queries and signpost or refer Carers on for further support. There is also a Project Officer within Adult Services and a dedicated Young Carers Assessment and Development Worker, a Young Carers Support Worker and a Young Adult Carers Development Worker, all located within Children's Services. In addition to this there is a Parent Carer Worker who supports parents of disabled children and young people up to the age of 25.
- In Merthyr Tydfil there is a Carers Development Officer and other Carer support groups such as Merthyr Tydfil branch of Carers Wales, Barnardos for Young Carers and, Parent Carer Groups.
- Within both Local Authorities the Carers Officers are available to discuss, advise and signpost Carers as required

Cwm Taf LHB contributes to the Carers agenda by participating in the two Local Authority multi-agency Carers forums. Also, the LHB Patient Experience Officers based at both Royal Glamorgan and Prince Charles hospitals signpost Carers to appropriate services and information resources.

As part of the Mental Health Measure (2010) service developments, Carers needs will be taken into consideration and their contribution to the overall care package will be reflected within the assessment and care planning documentation.

In addition, work is being undertaken to promote the use of Carers Champions within GP settings, although it is recognised that further training and development work is required. Whilst 25 GP practices have Carers champions already, it is recognised that training is required to be able to support the Champions in their work.

Work has been undertaken to identify Carers in nursing documentation and further training will be needed to ensure that following identification of the carer, the necessary signposting to appropriate services is given if required.

Social Services directorates in both Local Authorities carry out Carers needs assessments, with Merthyr undertaking 186 and RCT carrying out 891 in 2011 – 2012. Carers are involved in the needs assessments, reviews and care planning of the individuals they care for in line with both unified assessment and the care programme approach, whether the assessment or review is undertaken by a health or social care employee (where joint teams apply).

RCT Young Carers Assessments are carried out by the Young Carers Assessment Officer. 394 Young Carers assessments were carried out between 2008-2012, 74 of which were carried out in 2011-12.

Regular training is provided within both Local Authorities regarding the skills, knowledge and approach required to undertake holistic person centred assessment and care planning, inclusive of identifying Carers, their needs and the support they provide to the cared for person. As part of all assessments and reviews and in line with existing legislation and guidance, Carers are informed of their right to a Carers needs assessment.

8. Carers and Employment

We recognize that Carers and past Carers often feel isolated and unsupported and we need to ensure that they are able to live as full a life as possible with minimum disruption to both their work and home lives. We need to support Carers to remain in employment and where appropriate help support them to enter or re-enter the workforce being mindful that unemployed Carers often lack confidence and self esteem.

Cwm Taf LHB and Merthyr and RCT CBC's operate flexible working policies which support their staff who are Carers to maintain their caring role.

9. Consultation and Engagement of Carers

Carers are involved in service review, quality assurance, evaluation and development throughout social services of both Local Authorities. This can be seen through the following:

- Annual quality assurance questionnaires to Carers regarding homecare and sitting services in RCT and Merthyr Tydfil
- Carer and young carer consultation events held to consider the implications of strategic or commissioning related decisions by both local authorities
- Consultation with Carers of all ages through face-to-face, group work and questionnaires regarding both Carers Support Projects and Young Carers Projects are held throughout the year to ensure Carers needs are identified and met by the service.

Within Cwm Taf LHB Carers are able to participate in service reviews, the LHB Stakeholder Reference Group, various forums and planning groups such as the Patient Experience Forum. They can also attend consultation events and relevant engagement events. Additionally, a

non- executive member of the Board also has a remit of Carers Champion Throughout the development of this strategy we have involved Carers through consulting with them as a separate group, as well as inviting and encouraging Carers to participate in workshops, task and finish groups. Carers were involved in the writing of this strategy and action plan through representation on the Carers Measure Steering Group. Engagement on the development of the strategy and action plan was fed back through a variety of means including face-to-face discussion, group work, presentations and email responses.

10. What you have told us so far

Carers were engaged in a variety of workshops and meetings on the development of this Carers Consultation and Information Strategy. This included representation from Carers on the main Steering Group, and also on Task Groups for the development of the outcomes framework, training, improving assessments and consultation events. Their feedback has helped to inform the following aims as key areas for consideration.

- Ensuring appropriate and timely information, particularly at time of diagnosis
 - Developing the role of Carers Champions within GP surgeries and on wards
 - Ensuring staff and Carers are aware of the range of information available
 - Following up diagnosis/appointment discussions with written information
- Having one number or one point of contact which holds accessible information and can signpost Carers effectively to appropriate sources of support
- Developing Carers' services, including
 - Replacement care for the cared for person when the carer is unwell
 - Advocacy and emotional support services such as befriending services
- Recognising the role of Carers when making hospital or GP appointments – enabling alternative appointments to be offered where possible
- Enabling Carers to meet other Carers with similar issues to share experiences and learn from one another
- Sharing information between organisations and departments to ensure that the carer and cared for person's situation is known, with particular emphasis on sharing information and improving communication between health and education
- Supporting Carers to get back into the workplace (where they want)
- Ensuring staff are suitably trained to identify Carers and signpost them to relevant information as quickly as possible.
 - Ensuring that education and social care frontline staff, nurses and primary care staff are prioritised within the training plan as key community contacts
 - Involving Carers in the design and delivery of training about Carers to ensure that staff understand and appreciate their reality
- Working with partners to develop partnerships with employers and help them develop strategies for supporting Carers in their employment. Support and provide Carers and

past Carers with further education opportunities in order to enhance their employability and develop key life skills.

- Working to promote flexible working within organisations across the Cwm Taf region, including the private sector, which will be addressed through the action plan.

Children in Wales recently supported young Carers from various counties across Wales to come together to gather their views, experiences and needs, to represent all young Carers in Wales. The following key issues have been identified for consideration:

- Professionals should be given information packs and core training, including presentations, about young Carers and how they should be supported appropriately
- Young Carers should be recognised as such and should be told what's wrong with the person they care for and how they are being treated
- Medical workers need to use less jargon because some people don't understand and get confused and start to worry more. They need to explain in simple understandable language.
- ID cards for young Carers may help with collecting medication and gaining support discreetly in school
- When young Carers are assessed they should be able to highlight the training they need
- Guidance is needed on tasks that young Carers shouldn't be doing, such as administering medication, toileting and manual handling
- Young Carers need to have a say and be listened to, to make sure services support them

11. Aims of this Strategy - What are we going to do?

Improving outcomes for Carers

We recognise the need to improve Carer involvement in decision making within Cwm Taf to ensure that Carers are valued as partners in recognition of the care and support they provide. This will be addressed through the training plan.

The following 6 high level aims have been developed through consultation with Carers, staff and through reflection on the Welsh Government guidance.

- Carers of all ages are should be able to access relevant and timely information
- Carers of all ages should be recognised as key partners in care and recorded on appropriate systems
- Establishment of The Carers Training Partnership, a multi agency partnership which will oversee training for Carers of all ages throughout the Cwm Taf region
- Staff training and development will enable staff at all levels to support Carers appropriately

- Carers needs assessment will be undertaken by all appropriate and trained based health and social care staff
- Carers are engaged in decision making that affects them and the person they care for – this varies from individual decisions regarding care planning to involvement in service reviews and developments.

Performance Measures

To meet these aims we have developed an action plan. We will also ensure accountability through monitoring the robust performance indicators within the action plan on a quarterly basis. The Welsh Government is still developing an appropriate outcomes framework which will include key performance indicators to ensure that the aims and objectives of the Strategy are achieved to ensure that the required outcomes for Carers are met. Performance will also include “soft data” from questionnaires, discussions and workshops.

The Carer Training Partnership and existing multi-agency Carer Forums will monitor and report on their action plans to the Carers Measure Steering Group. Carers will continue to be involved in monitoring and developing the action plan throughout the life of the strategy through the Carers Measure Steering Group and annual consultation.

Aim 1. Carers of all ages are always able to access relevant and timely information

Public Information

We have reviewed the public information which is currently available in order to identify gaps against the regulations with reference to specific information required, as well as ensuring the accessibility within community and hospital settings. As part of the ongoing work to ensure that we remove the current gaps and address issues of Carers accessing information in a timely and appropriate manner, 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. As part of this process we will consider the impact of ‘information overload’ on Carers and the importance of having face-to-face discussion and time for questions to ensure that Carers and the person diagnosed are informed appropriately.. We will work to ensure that simple, understandable language is used during these discussions

Currently both Merthyr Tydfil and RCT have separate Carers A-Z information packs which reflect both the national and local supportive services available to Carers. We will work to consider the best means of amalgamating the information and addressing information gaps to ensure that a single comprehensive source of information is made available to Carers. We will work to increase this resources availability through making best use of technology and communication methods, as well as increasing its distribution to more widely.

Young Carers will be consulted about their specific information needs and how they would prefer to receive this information. They will be involved in developing or updating the current information booklets and any further information needed. There will also be an easily accessible dedicated web resource for information for Carers provided by the LHB.

Carers Champions

We recognise the importance of Carers having access to information as a preventative measure to ensure their situations do not deteriorate, as highlighted through our consultations with Carers. Carers need to be identified and signposted to help and support. It is important that we don't just "hand them a leaflet" but that we take time to talk to them and explain options such as being able to have the opportunity for an assessment/benefits etc..

It is our intention that Carers Champions will be trained across Organisations to ensure that information for Carers is cascaded effectively. This will **include** Champions in Schools, Leisure Centres, Housing, Job Centres, GP Practices, on Hospital Wards, Accident and Emergency Departments, Clinics and in Communities. The list is not exhaustive and will cover all areas of Organisations. There will also be local Carers Measure Coordinators to ensure that staff are identified for Carer Awareness training and that relevant information is kept up to date and cascaded to staff and Carers as appropriate. The Carers Champions will liaise directly with the local Carers Measure Coordinators to ensure that the training process is embedded into the Organisations. and that there are effective communication mechanisms for the provision of information.

Communication Hub/One Stop Shop

As part of this work we will explore the opportunities to work with the Communication Hub and One Stop Shop service developments, recognising the information needs of Carers and we will work in partnership to ensure that appropriate and timely information is made available through these and other appropriate services. We will develop a marketing plan within the first year to ensure that carer awareness is raised in communities.

Aim 2. Carers of all ages will be recognised and their caring roles recorded on appropriate systems

All management information systems will be reviewed and data developed to ensure that people are recorded as Carers when they first make contact. All staff will be trained to recognise Carers and help Carers to recognise that they are fulfilling that role. The recording process will be explained to them. The training plans in all sectors will ensure that staff carry out this role. The Carers' Champions will be the key workers in this process.

The management information systems will be developed to ensure accurate recording of both the Carer and the person/people they care for. Appropriate mechanisms will be developed to monitor recording of Carers and eliminate duplication. The Carers Measure Steering Group will receive quarterly reports on the number of Carers identified and will review to what extent Organisations are identifying Carers and providing them with information, advice and guidance.

Aim 3. The Carers Training Partnership will oversee training for Carers and staff of all ages throughout the Cwm Taf region

We will work with Carers, lead Training Officers, third Sector and Education Providers to develop the role and the function of the Carers Training Partnership. We will develop this

Partnership to implement and monitor the training plans for both Carers and staff. The Partnership will be a key cornerstone to implementing the training action plans, reporting to the Carers Measure Steering Group on a quarterly basis.

The Partnership will oversee the development of the range of training available for Carers that will assist them in their caring role. Initial work to be undertaken will include a review of adult education and training options that Carers can participate in; as well as specialist training designed for Carers such as one-to-one sessions in relation to the care and reablement of the person they cared for through to group carer training such as anger and stress management. Young Carers will be consulted about their specific training needs.

Aim 4. Staff training and development will enable staff to support Carers appropriately

Training and awareness raising of Carers has been identified as a key priority within the first year action plan. It is recommended that three key Officers (Carers Measure Coordinators) across both Health and Local Authorities are identified to work with Champions across the Organisations to ascertain the required levels of training, ensuring that training plans in departments reflect the requirements of the Measure. A three year staff training plan will be developed by the key Officers, supported by Training Departments as part of their first year of work. Officers from Training Departments will sit on the multi agency newly developed Training Partnership. Training will include issues around young Carers. Carers will also be involved in developing and delivering the training. Four levels of training will be available:

- **Basic** – carer awareness
- **Intermediate** – staff are able to recognise, identify, record and signpost Carers on
- **Expert** – staff are able to provide information, advice and guidance to Carers
- **Expert Plus** – staff are able to undertake Carers assessments

Each organisation will look to embed the Carers training into existing annual training plans across the whole of the organisations including Health and Social Care as well as on a Corporate basis to ensure that the overarching aim is achieved. The training and development opportunities developed will be tailored to the level of contact and engagement staff are likely to have with Carers through their work. To achieve this aim the detailed action plan will include:

- Identifying the different types of staff groups, assessing their carer contact and assigning the level of training to be achieved.
- Embedding carer awareness and carer related training into existing learning and development opportunities.
- Developing resources for staff to help them be aware of their obligation to Carers under the new statutory duties.

Carer Awareness

Carer awareness will be included in training packages across NHS, Local Authority, Education and the Third Sector. In addition, an e-learning toolkit will be procured for training purposes to ensure that carer awareness is embedded across organisations. Young Carer awareness training will be *developed* and subsequently included in the e-learning toolkit. The toolkit to be procured has been piloted and has had a positive evaluation by Dudley Council and Hywel Dda LHB.

Aim 5. Carers Needs Assessments will be undertaken by all appropriate and trained staff

Carers Needs Assessments enable Carers to discuss their caring role with health and social care professionals in order to explore support options. Carers Needs Assessments look to explore the impact of the caring role on the Carer as an individual, needs that may arise from this and consider the sustainability of the caring role. We will work to ensure Carers Needs Assessments are undertaken by appropriate and trained staff who are best placed to work with the Carer and cared for person. This will ensure that the caring role is sustainable and that Carers receive appropriate and timely information, advice and guidance.

It is unclear at this stage what the additional demand for Carers Needs Assessments will be as this will depend on the success of measures to identify Carers and their desire to have an assessment. The potential resource implications for both health and local authorities will have to be explored further.

We will ensure that:

- All identified Carers, including young Carers, are informed of their legislative right to request an independent assessment of their individual needs as a carer to enhance the quality of their life and assist in maintaining their independence.
- The differences in practice between Merthyr Tydfil and RCT will be explored to develop one regional approach to Carers assessments and consistency in practice and documentation.
- It is envisaged that appropriate Primary Care staff are identified, trained and supported to undertake Carers needs assessments, where they are identified as the most appropriate contact to do so.
- The use of self-assessments is explored with Carers and staff to consider how they could help Carers to identify their own needs in order to access sources of information, advice, guidance and support.
- The impact of increased requests for Carers assessments will be monitored to consider capacity issues and implications for future services

Aim 6. Carers are engaged in decision making that affects them and the person they care for

As part of the training plans, staff will develop their skills to enable them to involve Carers of all ages in the care planning of the cared for person. Carers will be involved in decision making through staff ensuring they are well informed of the diagnosis, prognosis and ongoing care

needs of the person they care for through using accessible and understanding language which is age and individually appropriate. Work will be done to enhance the recording of Carers involvement in care planning by both health and social care staff, and appropriate management information systems developed to demonstrate where Carers have been involved.

In recognition of some of the issues highlighted by Carers and staff during the consultation phase, work will be undertaken to review discharge planning, associated training and processes. The aim of this work will be to ensure that in the future Carers input to providing care in the home environment is identified prior to discharge from hospital, to ensure that the Carers have the skills and the knowledge to provide this care and that they are signposted to supportive services in the community. Through early identification of those who are likely to have a substantial caring role after hospital discharge and providing these Carers with timely, relevant information to suit their individual circumstances, we aim to ensure that they receive the right support to enable them to make better decisions for themselves and their families.

Carers will continue to be involved in wider decision making regarding services that affect them through their engagement in Carers and Young Carers Forums and groups, the Patient Involvement Forum and through one-off consultations held specifically for Carers where appropriate. We will ensure that feedback from Carers consultations will inform continuous improvements of Carers services.

We will work to strengthen how Carers involvement can more readily demonstrate the impact their voices, time and contributions make to changes in service design, delivery and quality. The Carers Support Projects funded by Adult and Children's Services will continue to maintain and develop Carers services through consultation with Carers to ensure that the services delivered meet their identified needs and are in line with the existing Carers Strategies delivered by the Local Authorities. The Carers Measure Steering Group will review and consider the impact on the Local Health Board resources and the Local Authority funded services as a result of the strategy and action plan in order to explore joint funding and utilising resources innovatively. In particular, the number of Carers accessing the projects will be monitored closely to establish the direct impact of newly identified Carers signposted from Health to the projects; and, the number of requests for Carers Needs Assessments and any associated waiting list for these assessments will be monitored. This Information and Consultation Strategy will be a platform to enhancing how we communicate with Carers to improve the quality of their lives.

12. Implementation and Delivery

Implementation of this Information and Consultation Strategy 2012-15 will require joint action by both statutory and voluntary sector partners, together with strong community engagement. The Carers Steering Group will be responsible for overseeing the delivery of the Strategy and monitoring performance. The following will be important aspects in delivering the Strategy and ensuring we achieve the required outcomes:

Annual Action Plans

The Information and Consultation Strategy is not a fixed and final plan but a framework which sets out what will be taken forward over the next three years. We will develop a detailed robust

action plan for the first year which will provide the detailed actions, lead responsibilities, timescales, resource implications and performance measures which will focus on the outcomes we want to achieve. The first year action plan will inform the action plan in year two.

Monitoring and Reviewing

It is very important that we can measure clearly what progress is being made during the life of the Strategy and what difference it is making. The Carers Training Partnership will monitor and review the high level outcomes in those areas where it is felt agencies need to work together to maximise the impact on the Strategy. These will then become shared outcome measures, supported by individual agency or performance indicators.

Progress on the Action Plans will be monitored quarterly by the Carers Training Partnership and the Carers Measure Steering Group using the Carers Measure Outcomes Framework. Feedback will also be given regularly to a range of planning and partnership groups, for example the Merthyr Tydfil Partnership Board the RCT Health Social Care & Wellbeing Board and Fframwaith in RCT.

Accountability

The individual organisations which make up the Carers Measure Steering Group remain accountable for the delivery of services for which they are responsible and are always responsible to their own governing authority. In addition, however, they are accountable to one another and as a Partnership to develop and deliver the Information and Consultation Strategy. .

Use of resources

It is impossible to consider the future without reference to the challenging financial circumstances in which we are operating. Working more efficiently and with less resources but with increasing demand will be a feature for public services during the life of this Strategy.

We will need to ensure we are making the best use of all our resources and can provide sustainable services. To do this will involve a range of service reviews and service redesign, workforce modernisation and performance improvement.

Copies of the Information and Consultation Strategy are available on the following websites:

- www.rctcbc.gov.uk
- www.merthyr.gov.uk
- www.vamt.net
- www.interlink.org.uk
- www.cwmtaflhb.wales.nhs.uk

Appendix 3

If you require further information, please contact the Health & Wellbeing Improvement Manager at Cwm Taf LHB on 01443 744844

or e.mail: Jayne.Komor@wales.nhs.uk

This Strategy may also be made available in other languages and formats upon request.