

## AGENDA ITEM 7

### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

#### CABINET

23<sup>rd</sup> JUNE 2016

#### CARERS MEASURE - CWM TAF ANNUAL REPORT 2015/16

#### REPORT OF THE GROUP DIRECTOR COMMUNITY AND CHILDREN'S SERVICES IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER COUNCILLOR FOREY

**AUTHOR: Nicola Davies, Head of Health and Wellbeing (Cwm Taf UHB)**

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of this report is to provide an update on the Carers Measure and to approve the Annual Report for 2015-16 in relation to the implementation of the Cwm Taf Information & Consultation Strategy.

#### **2. RECOMMENDATIONS**

It is recommended that the Cabinet

- 2.1. Note the contents of this report and that the Annual report is also being submitted for approval by the Cabinet in Merthyr Tydfil and the University Health Board.
- 2.2 Approves the Annual Report attached as Annex 1 for submission to Welsh Government.
- 2.3. Notes the repeal of the Carers Strategies (Wales) Measure 2010 and that this will therefore be the last Annual report in relation to implementation of the Carers Measure. Future work relating to Carers will be taken forward as part of the implementation of the Social Services and Wellbeing (Wales) Act 2014.
- 2.4 Notes that a new Cwm Taf Carers Strategy 2016-19 will be submitted to Cabinet for approval following its consideration by the Social Services and Wellbeing Partnership Board in July 2016.

#### **3 REASONS FOR RECOMMENDATIONS**

Welsh Government requires an Annual Report from partners in relation to progress made in implementing the Carers Measure.

#### **4. BACKGROUND**

- 4.1 The Cwm Taf Information & Consultation Strategy 2012-15 (Informed Carers) sought to meet the objectives of the Carers Strategies (Wales) Measure 2010. It determined how information and guidance would be provided to Carers which will assist them in carrying out their caring role effectively. It also identified how Carers would be consulted and involved in decisions affecting them and those they care for.
- 4.2 The Annual Report (Annex 1) provides an overview of the activities undertaken in the last financial year as part of the implementation of the Carers Measure. Throughout 2015/16, Cwm Taf UHB, RCT CBC and Merthyr Tydfil CBC 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 2016/17.
- 4.3 Key areas of work have included:
- The recruitment 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 training of nursing and social work students at the University of South Wales, ensuring the future workforce are Carer Aware.
  - The sharing of best practice at an annual Carers Champion conference held in May 2016.
  - Provision of relevant, timely and up to date information for Carers and staff (including the Cwm Taf A-Z Guide).
  - Engagement with Carers in October and November 2015 to inform the development of a new Strategy and further consultation on the draft Strategy in March 2016.
  - Preparation for the SSWB Act, including a specific work stream which will bring together the separate carers strategies which currently exist (RCT CBC, Merthyr Tydfil CBC and the Carers Measure Information Strategy) into one new overarching strategy for Cwm Taf for Carers of all ages. Other work streams which will

impact on Carers include Assessment and Information, Advice and Assistance.

## **5 EQUALITY AND DIVERSITY IMPLICATIONS**

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

## **6 CONSULTATION**

The multi agency Carers Measure Steering Group has led the implementation and monitoring of the Carers Measure 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)**

There are no financial implications aligned to this report

## **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**

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

### **Other Information:-**

#### ***Relevant Scrutiny Committee***

- Children and young people Scrutiny Committee
- Health and wellbeing Scrutiny Committee



**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**23<sup>RD</sup> JUNE 2016**

**CABINET**

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

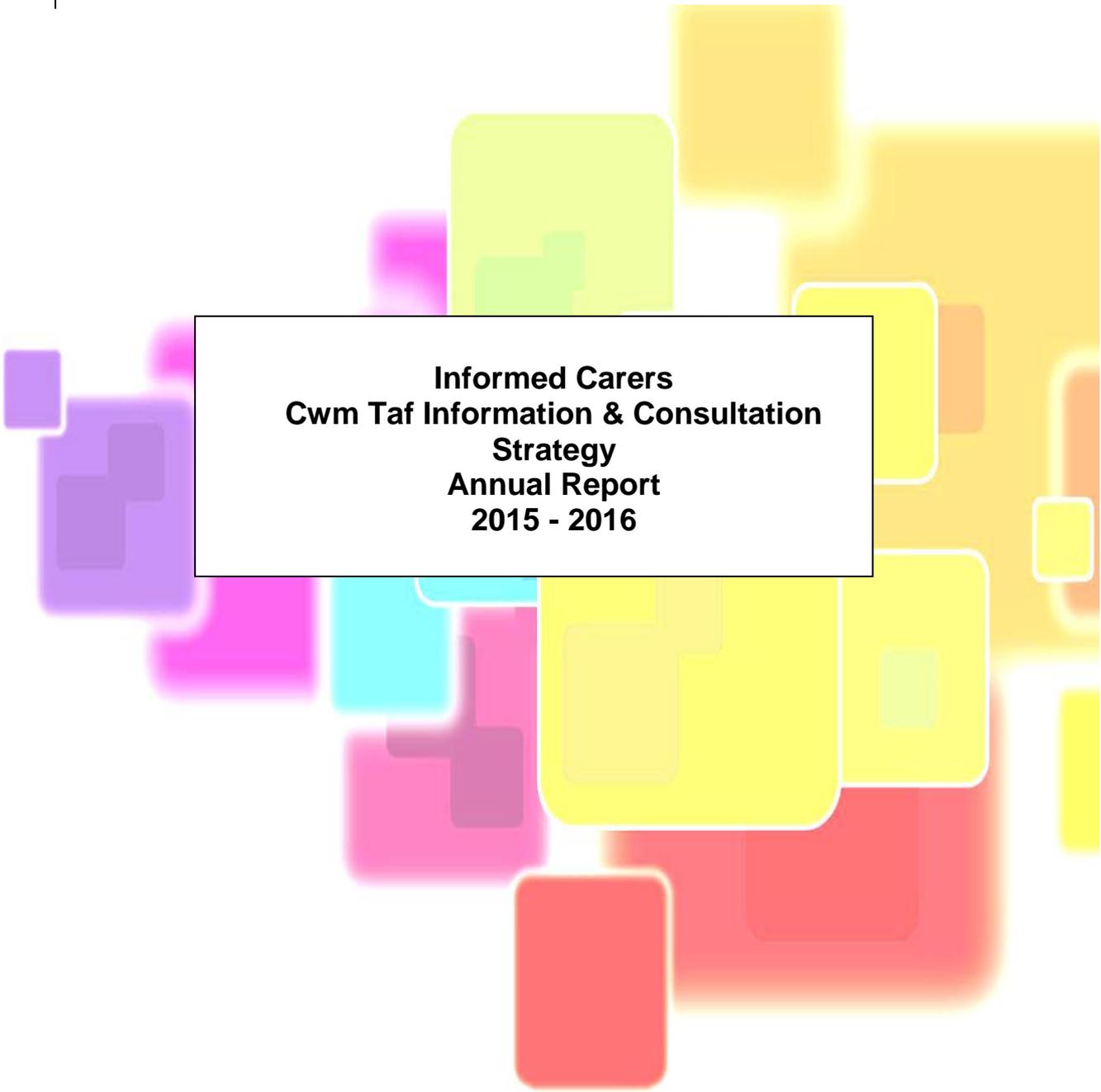
**CARERS MEASURE - CWM TAF ANNUAL REPORT 2015/16**

**Background Papers:**

**Carers Measure - Cwm Taf Annual Report 2015/16 (attached as Annex 1)**

**Officer to contact:** Gail Holloman: Head Of Service, Long Term and Direct Services (Adults)

## Annex 1



**Informed Carers  
Cwm Taf Information & Consultation  
Strategy  
Annual Report  
2015 - 2016**

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**Cwm Taf Annual Report for Welsh Government 2015 – 2016**  
**Cwm Taf Information and Consultation Strategy**  
**Informed Carers**

## **1. Background**

The Cwm Taf Information and Consultation Strategy ('Informed Carers') was developed in 2013 to meet the objectives of the Carers Strategies (Wales) Measure 2010. It determined how information and guidance will be provided to Carers, which will assist them in carrying out their caring role effectively. It also defined how Carers will be consulted and involved in decisions affecting them and those they care for.

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

The Carers Measure Steering Group is committed to ensuring that the Carers Measure is embedded in all key plans in Cwm Taf such as the Single Integrated Plans for both RCT and Merthyr Tydfil, the Joint Commissioning Statement for Older People, Partner Corporate Plans and University & College training plans. The Cwm Taf Information & Consultation Strategy has also dovetailed with the RCT and the Merthyr Tydfil local Carers Strategies. The Carers Measure Lead and LA Coordinators are members of RCT Carers Strategy Group and Merthyr Tydfil Carers Network.

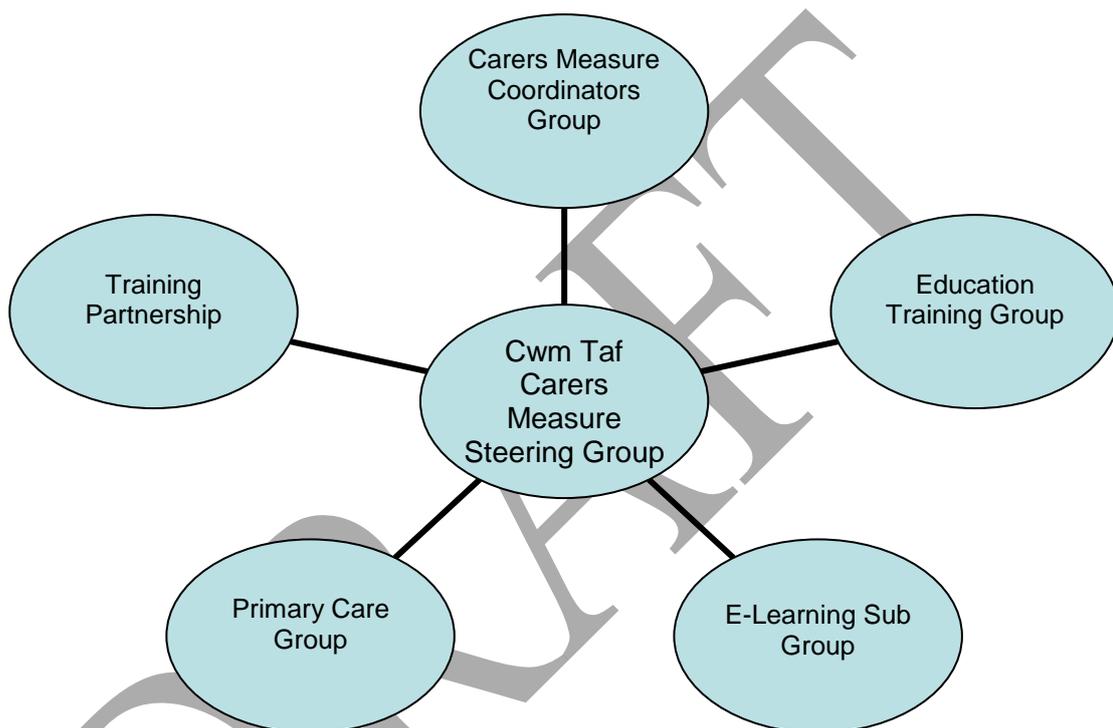
The Cwm Taf Carers Measure Steering Group recognises the importance of working effectively with partner agencies, including Education, Job Centres and the third sector, to ensure that Carer Awareness training is embedded throughout all sectors as early as possible. This allows the maximum impact of the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

During 2015/16, we have built upon the successes of last year whilst also preparing for the repeal of the Carers Measure and the implementation of the Social Services and Well-being (Wales) Act from April 2016. This 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 2016/17.

## 2. Task Groups

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

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



Representatives included:

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

As work progressed and was mainstreamed during the life of the Carers Measure, several groups have been disbanded. An additional Task and Finish Group was set up in 2015 to develop a new Cwm Taf wide Carers Strategy (see section 4.8 below) and all groups will be reviewed once the new Strategy has been approved to determine the most effective mechanisms needed to drive implementation going forward.

### 3. Key Aims

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

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

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

### 4. Key areas of work in 2015/16.

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

We have however 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 illness and three staff leaving posts (two of which were as a result of uncertainty about future funding arrangements.) The additional work needed to prepare for the SSWB Act also impacted on staff time and priorities. 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.

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

In addition to implementing the work required for the Measure, we have also considered the implications for Carers of the new SSWB Act. Representatives from the Carers Measure Steering Group have participated in a number of workstreams, including those for the new Information, Advice and Assistance Service and Assessment, to ensure the needs of Carers are included. We have also been developing a new Cwm Taf Carers Strategy.

*Please note the work referenced below is also complemented by local Carers services provided to Carers of all ages in RCT and Merthyr Tydfil either by statutory services or commissioned through the Third Sector.*

#### **4.1. 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.

The work previously carried out with the University in developing Young Adult Carer and Young Carers digital case studies have been fundamental within the training workshop to further develop student understanding around Carers and the issues they face. These case studies have also been used when training professionals across Health and Social Care.

##### **So what?**

- 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 has now been 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?

- Further workshops are being planned for both nursing and social work degree students in Summer 2016
- Explore further collaborative opportunities, working with colleagues from Aneurin Bevan UHB to record an online Carers Awareness tutorial, thus securing future sustainability of Carer Awareness Training in the light of limited staff resources.

## 4.2. Recruitment of Carers Champions across the Partnership area

Carers champions have been recruited widely across the Cwm Taf region. This has included health settings, such as hospital wards, GP surgeries and pharmacies, CBC departments such as social care teams, Communities First, Leisure, Libraries, Housing, Education, One4All Centres, One Stop Shops, Day Centres, Human Resources.

Funding was allocated to RCT's Young Adult Carers Worker which enabled the identification of Carers Champions with Primary and Secondary schools in RCT. In RCT 16 out of 17 Comprehensive schools and 44 out of 104 Primary Schools now have a Carers Champion. Unfortunately, as the funding time was limited, recruitment of Carers Champions with schools slowed during quarters 3 and 4.

Working with the Carers Champions established in schools, RCT's Young Carers Support Worker is piloting the Schools Award, which incorporates three levels of attainment; bronze, silver and gold. This aims to complement the existing work being carried out under the Measure and further enhance Carer Awareness amongst education settings. 3 schools have now received the Bronze level Schools Award and further schools are expected to attain the Award over the coming months.

The awareness raising amongst education settings has impacted upon the referrals received by RCT Young Carers Service.

	<b>Percentage of Young Carer Referrals received by RCT's Young Carers Service from Schools</b>
<b>2013-14</b>	3%
<b>2014-15</b>	11%
<b>2015-16</b>	14%

	<b>Percentage of Young Carer Referrals received by MT Young Carers Service from Schools</b>
<b>2013-14</b>	3%
<b>2014-15</b>	18%
<b>2015-16</b>	17%

In Merthyr Tydfil, an awareness raising session for staff led to the take up by schools and the LA Behaviour Support Team of 8 board games (I care .... Do you?). The games are aimed at raising awareness of young carers, their lives and the day to day issues they face. The use of the games will be evaluated.

Identifying Carers Champions with Jobcentres has enabled the development of Carers themed mornings. In MT the Carers Information and Development Officer provides an outreach service to identified Carers, informing them of support available.

Champions were trained in 33 pharmacies. The pharmacist champions reported feeling confident to advise carers and signpost them to appropriate resources. There was increased awareness for the need to identify young carers and engage them, with a view to supporting children collecting medicines from pharmacies. There are plans to extend the training to all pharmacies, to develop a resource portal to cascade information and to network with other champions.

As a result of presentations and awareness raising delivered to a wide range of departments across various sectors within Cwm Taf, the numbers of Champions has continued to increase.

<b>Number of Champions Identified</b>	<b>Merthyr Tydfil</b>	<b>Rhondda Cynon Taf</b>	<b>UHB</b>	<b>Total</b>
<b>2013-14</b>	13	21	98	<b>132</b>
<b>2014-15</b>	16	76	52	<b>144</b>
<b>2015-16</b>	2	100	43	<b>145</b>
<b>Total</b>	<b>31</b>	<b>197</b>	<b>193</b>	<b>421</b>

### **So what?**

- An increased number of Carers Champions have been recruited, which has allowed for a developed understanding of Carers amongst professionals across the Cwm Taf Region.
- There are clearly identified Carers Champions, acting as a single point of access for GPs and other Primary Care staff
- Staff across the LAs and UHB continue to undertake the Carer Aware and Young Carer e-learning modules to further their Carer understanding.
- Specific Carer Awareness training has been developed and provided to Carers Champions in order to further up skill Champions enabling them to carry out their role effectively.
- Specific Carer Awareness training for school and education staff has been tailored and delivered.
- By having a dedicated skilled Carers Champion with Primary Care, enables more efficient use of GP time, and provides the Carer with a designated point of contact for information and support.

**Next Steps?**

- Continued identification of Carers Champions across the Cwm Taf Region, including a review of areas that appear to have gaps/less coverage
- Carers Champion in house training will continue to be provided to identified Carers Champions across Cwm Taf, in order to provide support and sustainability in increasing Carer Awareness amongst Champions
- The Schools Award pilot will be completed and subject to its evaluation, the Award will be rolled out across RCT schools.
- Subject to funding, Carers Champions will be continued to be identified in Primary schools across RCT
- 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.

**4.3. Training to meet the needs of staff across the Partnership area**

The table below shows the number of staff trained through a variety of means, including e learning and face to face sessions.

	<b>Merthyr Tydfil</b>	<b>Rhondda Cynon Taf</b>	<b>UHB</b>	<b>Other</b>	<b>Total</b>
<b>2013-14</b>	30	218	210	0	<b>458</b>
<b>2014-15</b>	54	1689	364	446	<b>2553</b>
<b>2015-16</b>	53	1515	462	255	<b>2285</b>
<b>Total</b>	<b>137</b>	<b>3422</b>	<b>1036</b>	<b>701</b>	<b>5296</b>

**Quotes taken from RCT’s Teachers Carers Champion Training Session held March 2016:**

*“Thoroughly enjoyed and gained so much”*

*“Informative, good resources and contact details provided”*

*“Objectives met and we were able to further discuss and explore with Q&A session”*

In addition to specific training sessions, the Carers Matters e-bulletin is distributed to Carers Champions identified in Cwm Taf. The Bulletin is designed to keep them up to date with Carers related information, support and training.

In house Carer Awareness training was developed by RCT's Carers Measure Coordinator. This training is made available and is delivered to all identified Champions across the Cwm Taf Region. It's designed to give a more detailed insight into the lives of Carers and provide them with information they can share within their respective teams.

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

The Carer Aware and Young Carers E-learning modules continue to be rolled out to staff across the Cwm Taf footprint. Work has been undertaken with NWIS in order to produce an All Wales introduction to Carer Aware e-learning resource in readiness for the licence expiry of the current Carer Aware package in July 2016.

In the UHB, Carer Awareness training has been included as a mandatory e learning module for all staff and a Carers session is part of the monthly Nurse Induction programme. The overall number of nurses who have attended the Carer Awareness module as part of their induction is 211.

Within RCT work has been carried out with Home Care team Supervisors around identifying Carers Champions and raising awareness amongst home care staff, a key front line service in identifying Carers. Due to many home care workers not having I.T. access, key Team Supervisors took part in a face to face training session, aimed at equipping them with the information and skills needed to train their staff face to face, within a reduced time frame, during scheduled team meetings. This 'train the trainer approach' enables increased Carers Awareness amongst Home Care staff and makes the best use of staff resources. Rollout to staff will be on a cluster basis.

Within RCT, Carer Awareness continues to be a feature in a variety of training provision including inductions, safeguarding and Equality & Diversity training.

Within MT, new training materials are being developed to accommodate changes as a result of the Social Services and Wellbeing (Wales) Act 2014.

Following a similar action for over 8000 UHB staff in 2015, in order to deliver carer awareness to a maximum number of staff in MT, some key points for awareness were drafted for inclusion in payslips. These have since been included in May 2016 payslips (2,800 staff).

### **So what?**

- The training of Carers Champions has increased the recognition and support provided to Carers.

- A large cohort of Carers Champions have been up skilled in Carer Awareness and trained in the identification of Carers.
- Carers Champions' knowledge is now being disseminated to team members adopting the 'train the trainer' approach.
- An increase in general Carer enquiries from professionals to the local Carers Services.
- Ongoing training of staff in Carer Awareness across a diverse range of Services.
- Within RCT, the 'train the trainer approach' adopted with Home Care staff enables key staff to be targeted who would not otherwise have access to the relevant e-learning training modules.

### **Next Steps?**

- Continued rolling out of the e-learning modules.
- Continued work with NWIS and other Health Boards in producing an All Wales e-learning package supplemented with local information as needed.
- Continued delivery of Carers Champion training to provide sustainability in increasing Carer Awareness amongst Champions.
- Continued attendance at team meetings to further raise awareness of Carers and identify Carers Champions.
- Continued support and monitoring of Carers Awareness in general LA's/UHB training, e.g. induction and safeguarding.
- Continued work with RCT's Home Care department in strengthening Carers Awareness across the department
- Exploring the possibility of rolling out the 'train the trainer approach' amongst other relevant departments.
- Continued training in relation to the requirements of the SSWB Act. A specific Carers Module has been developed by Care Council Wales

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

A 'Support for Carers' Questionnaire was carried out with Carers in RCT in July 2015. The aim of this survey was to develop an increased understanding of Carers situations, needs and the challenges they face. By developing our understanding and listening to Carers, we are then better placed to support Carers moving forward and look to develop key schemes and services to meet their needs.

In Merthyr Tydfil, a mailshot was made to Carers asking for input on training and support. A message was also posted on Merthyr Carers Facebook page to encourage feedback on training needs. Merthyr Tydfil Carers Strategy Network meets quarterly to review carer training requirements.

In RCT a total of 65 training sessions and workshops have been provided to adult Carers, which resulted in 1261 Carer attendances.

In MT there were 132 attendances at training (56 adult and 76 young carers).

Specific training and involvement opportunities have also been made available to Young Carers.

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

*“The session was extremely informative and very enlightening. The guest speakers were incredibly knowledgeable, helpful and understanding, speaking clearly and in plain English”. – Carers Dementia Information Session*

*“After a stressful week I feel more relaxed and ready to take on whatever I have to” – Health and Wellbeing Day*

*“Excellent talk and very informative” – Carers Assertiveness Training*

*“Thanks again for a wonderful day out. A stress free day out. Laughed loads” – BBC Good Food Show*

***Carers feedback regarding support at Merthyr Tydfil workshops/training:***

*“Thank you for all the listening time I was given today, very helpful and informative day, lots of thoughts taken away with me.” – Carers Self Advocacy*

*‘I attended a course to help me manage my stress levels the course was over three days at Keir Hardie, this was a great course that really has helped me, I am a carer and a young mum and would attend similar courses in the future, situation permitting’ – Living Life to the Full*

**So what?**

- Carers training needs are identified and met which helps to assist them in their caring roles.
- Carers voices are heard.
- Tailored Carer events enable key information, both practical and emotional, to be provided to Carers, thus supporting them in their caring roles.

**Next steps?**

- Continued engagement with Carers regarding their training needs.
- Ongoing Carers training calendar.
- Tailoring Carers Support services to Carers needs

#### **4.5 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) was refreshed in the Autumn of 2015 to ensure its relevance and accuracy. To date over 40,000 A-Z's have been distributed across Cwm Taf.

**Web link to Cwm Taf Carers A-Z Guide: Awaiting up load and link**

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 2015-16, RCT Carers Support Project provided Carers Packs to 491 *new* Carers and a total of 1207 Carers Packs have been provided to *new* Carers from April 2013 to March 2016.

Along with this, 533 *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 2016.

In MT 413 new Carers were identified by MT Carers Strategy Network during 2015 – 2016

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.

As part of the Information Advice and Assistance element of the Social Services and Wellbeing Act, 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.

#### **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 will allow 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.

### **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
- Continued work with Dewis Cymru and the newly appointed Cwm Taf IAA Project Manager uploading Carers information to the Cwm Taf site as it is developed.
- Following a successful interactive session for the wider public in the Cwm Taf UHB Public Fora, a targeted event for Carers is being planned with Primary care staff about how to access services and which to choose when eg NHS Direct, Community Pharmacies, GPs, Minor Injury Units, A and E.

### **4.6 Appropriate information for staff**

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

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.

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

Staff are also encouraged to make use of the Learning and Resource Hub developed to support the implementation of the SSWB Act.

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.

### **So what?**

- Staff are kept up to date with the latest Carer developments.
- Staff are able to signpost Carers to appropriate support services.

- The Carers Matters bulletin provides a forum for exchange of information, providing specific information regarding Young Carers

### **Next Steps?**

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

## **4.7 Raising Awareness of Carers**

Work has been undertaken with Primary Care staff to ensure that 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 support when they attend the Practice.

Presentations have taken place at Pharmacist CPD events to raise awareness of Carers and recruit Champions. Following this, the Carers Measure Coordinator worked with Pharmacies to include Carers Support contact information on prescriptions, support young Carers, particularly with collection of medicines, produced stickers for dispensary bags and Carers A to Z's have been distributed widely.

The Intermediate Care fund provided time limited funding for the rollout of the Agored Cymru Accredited GP Award, which was implemented across Cwm Taf. The Award was piloted with 8 GP Surgeries, all of whom gained the Award. As a result of staff capacity, there have been no more GP Surgeries completing the Award in 2015-16. However, the surgeries who did complete the Award have been encouraged to maintain the standards set and supported to continued their increased recognition of Carers across Cwm Taf. Continued roll out will be a priority for 2016/17.

Collaborative working with the third sector has led to information days being held in Secondary care settings to share information and help promote and raise awareness of Carers amongst the public and staff members. Information stalls have been held at 4 main health care sites including: Royal Glamorgan Hospital, Prince Charles Hospital, Ysbyty Cwm Cynon, and Keir Hardie Health Park. Organisations involved ranged from Pharmacies, Cancer Aid, Age Connect, Action on Children, Care and Repair, RCTCAB, Drink Wise Age Well, Crossroads, Energy Efficiency and Snap.

As part of the continued work with Universities, information stands are made available at Carer Aware training days with students. This complements the theoretical side of the training as well as supporting the collaborative working between Health, Social Care and the third sector.

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 17,000 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.

RCT Carers Project provides inductions to new social care staff to ensure they are aware of the Project and the support on offer.

Following the success of the previous Carers Champion conferences, the third annual conference took place in May 2016. The conference acts as a platform for celebrating the success of the Carers Champions, along with highlighting some key achievements gained through 2015-16.

### **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.
- Dedicated 'Carers Corners' within GP Surgeries. With 4 out of 5 Carers first point of contact being GP surgeries, this allows early intervention and helps to prevent Carer breakdown.
- The diverse spread of information dissemination has resulted in enhanced Carer awareness in otherwise uncharted territory including Community pharmacies.
- 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.

## Next Steps?

- Work planned in GP Practices to roll out Agored award scheme and also with other Primary and Secondary Care professionals, including dentists, opticians and district nurses.
- 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.
- 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

## 4.8 Cwm Taf Carers Strategy

One of the actions included in the Cwm Taf Regional Implementation Plan for the Social Services and Wellbeing (Wales) Act is the development of a Cwm Taf wide Carers Strategy to replace the three existing plans:

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

Cwm Taf UHB, Merthyr Tydfil CBC and Rhondda Cynon Taf CBC are currently jointly producing one strategic plan to address the needs of Carers of all ages. Engagement has taken place with stakeholders, including citizens, service users, service providers, Third sector organisations and staff, but most importantly Carers themselves. This engagement has informed the development, delivery and evaluation of the new Cwm Taf Carers Strategy.

An informal engagement took place in October and November 2015. A detailed report on the outcome of the engagement was produced and a consultation on the draft Strategy took place in March 2016. The views and opinions gained during this consultation are being reviewed and fed into relevant sections of the Strategy as appropriate.

**Cwm Taf Carers Strategy Engagement Analysis Report : Awaiting up load and link**

## So What?

- Engagement with Carers and other stakeholders informed the development of a new Strategy. The new Cwm Taf Carers Strategy will focus on the needs of Carers and deliver tailored support to meet those needs.

- Collaborative working helps to secure support for Carers, whilst making best use of a wide range of knowledge, expertise and support services

### **Next steps?**

- Consultation feedback will be fed into the new Strategy which will be submitted to the Health Board and both Local Authorities for approval in July 2016.
- Development of an Action plan to implement the Strategy and inform future Carers work, strengthening the partnership approach across the Cwm Taf Region
- Membership of the Steering Group will be reviewed to reflect the action plan developed and any relevant Task and Finish Groups will be established to take forward implementation.
- The implementation of the SSWB Act regional plan, as it relates to Carers, ensuring Carers needs are recognised and mainstreamed.

### **4.9. Ensuring Carers have a voice**

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

Carers play a pivotal role in the delivery of University student training and Carer Champion Training, by sharing their stories of being a Carer and their experiences of Health and Social Care Services. Carers of all ages are also involved in the delivery of the annual Carers Champion Conference.

During Summer 2016, we will be working with Carers of all ages across Cwm Taf in developing a short story featuring the life of Carers. This will be led, produced and performed by Carers themselves.

Carers views were also sought through the Support for Carers Survey, which was aimed at developing professional understanding of Carers and their experiences of support across Cwm Taf. This evidence supports the development and provision of tailored Carers services and support.

Carer engagement, involvement and consultation has featured highly in the production of the new Cwm Taf Carers Strategy. 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.

## So what?

- Carers have shared their knowledge and experiences whilst being members of the Carers Measure Steering Group and Task and Finish Groups and have provided direction for the implementation of the Carers Information and Consultation Strategy.
- Students and professionals report that Carer involvement in the training they receive is a powerful learning tool and is the most beneficial part of the training process.
- The Support for Carers Survey allows services to be tailored to meet the specific needs of Carers and therefore support them appropriately in their caring roles.
- Carer involvement in the new Cwm Taf Carers Strategy ensures that their needs are met in moving forward and are tailored to meet specific needs.

## Next Steps?

- Carers will continue to be involved in the implementation of the Cwm Taf Carers Strategy, providing direction at each stage.
- Carer representatives will be identified and invited as members on the various groups established under the new Strategy.
- A Carers Champion Conference will be organised for Spring 2017 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.
- Development of the Carers Short Story DVD.

### **4.10. 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 relation to discharge planning, the 2015 survey in RCT found that 88% of respondents had been consulted about the person they cared for before discharge, 63% in plenty of time.

GP Carers champions benefited from a learning and development morning, organised with the aim of increasing their knowledge of young carers and to help them to identify young carers in their everyday practice. A young carer, supported by the Young Carer officer in RCT, attended and told their caring

story. The GP Carers Champions fed back how important this was for increasing their awareness.

“When the role of Carers Champion was first proposed for Morlais Medical Practice, most of my colleagues shied away from extra work and responsibilities, not understanding the daily struggles a carer faces.

I understood only too well as my father cared for my mother, a dementia sufferer, for many years. He often felt upset and frustrated at the lack of understanding faced by carers.

Simple things like trying to obtain a GP appointment around his caring duties were a struggle; I had great satisfaction as a Carers Champion knowing that I can help, advice and refer carers to the correct organisations for their needs. The gratitude I am shown by the Carers is immense and very rewarding when helping them with the simplest of tasks makes me realise how significant my role as Carers Champion is”. (GP Carers Champion, Morlais Medical Practice, Merthyr Tydfil)

I am a GP at Morlais Medical Practice. I am writing this letter in support for our “Carers Champion” here at the Practice. She works very hard at her role. Her support service to both the patients and their families has been incredible. They rely on her, trust her and depend on her during some of the most difficult times of their lives. She undertakes her role with professionalism and dedication to the patients and their families. I have spoken to many of the families that Hayley assists and they all speak very highly of her and are so grateful to her. She is an extremely important and valuable member of the team here at Morlais Medical practice and I hope she will continue her role as “Carers Champion”.

GP, Morlais Medical Practice

RCT Carers Support project has had 533 *new* adult Carers registering with the Project during 2015-16 and are currently supporting just over 2500 adult Carers in RCT.

In MT, 413 new Carers were identified in MT Carers Strategy Network during 2015 – 2016

### **So what?**

- 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.
- 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.

### **Next Steps?**

- 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 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 are mainstreamed as part of everyday practice.

## **5. Performance Monitoring**

Performance monitoring reports are presented to the Carers Measure Steering Group on a quarterly basis. These include the progress made on key performance indicators, as requested by Welsh Government and also local measures that are being collected in Cwm Taf. Please see *Appendix 1a, 1b and 1c* for 2015-16 performance indicators. (There are separate sheets for RCT CBC, Merthyr Tydfil CBC and the UHB as not all measures are relevant to the three organisations.)

## **6. Conclusion**

Throughout 2015-16, 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.

## **7. Looking Forward**

The new Cwm Taf Carers Strategy will look to 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 are concerns regarding the loss of momentum and the lack of resources available to achieve identified actions. Merthyr Tydfil CBC and Cwm Taf UHB have their Carers Measure Coordinators in place from March 2016 for six months. RCT at present does not have a Carers Measure Coordinator. Partners are working together to maximise the impact of the funding and agree the use of the allocation with WG as a matter of urgency.

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 19<sup>th</sup> 2016**

The annual conference had 115 people attending. There were a range of speakers highlighting the work and good practice of champions from across Cwm Taf.

The GP carers champions shared their experience one year on after completing the pilot of the Agored learning module. Their stories were inspirational.

Pharmacy champions - 33 have been trained up so far and the lead community pharmacist spoke of the benefits of champions, particularly in relation to supporting young carers and plans for the future to ensure all pharmacies in Cwm Taf have carers champions.

The feedback was overwhelmingly positive from the 37 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 listening to the young carers choir sing the title song from a play they have produced. The school awards showcased and celebrated the excellent work done to support young carers in education.

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.

## Merthyr Tydfil CBC

## Appendix 1a

<b><u>2015-16</u></b>	<b><u>Q1</u></b>	<b><u>Q2</u></b>	<b><u>Q3</u></b>	<b><u>Q4</u></b>	<b><u>Accum.</u></b>
<b><u>WG Indicators</u></b>					
1a % of Carers Known to the partnership during the year.	0.00%	0.00%	0.00%	0.00%	5.60%
1b Number of Carers known to the partnership during the year.					413
2a % of staff within the partnership area who have undertaken training in relation to Carers during the year.				2%	2%
2b Number of staff within the partnership area who have undertaken training in relation to Carers during the year.	0	0	0	53	53
3a % of adult Carers who had an assessment or review of their needs in their own right during the year.					43.00%
3b % of young Carers known to the partnerships who were assessed during the year (Note that 100% of YC's were reviewed)					23%

**Cwm Taf Additional Indicators**

a Number of staff in the partnership area who have received Carer Awareness training.	0	0	0	53	53
b Number of champions identified in the partnership area.	0	0	0	2	2
c Number of Carers Champion Training sessions held.	0	0	0	0	0
d Number of staff in the partnership area who have received Carers Champion Awareness training.	0	0	1	0	1
e Number of staff in the partnership area who have completed Carer Aware e-learning training.	0	0	1	0	1

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**Cwm Taf University Health Board****Appendix 1b**

<b>2015-16</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Accum.</b>
<b>WG Indicators</b>					
1a % of Carers identified by the partnership during the year.					
1b Number of Carers identified by the partnership during the year.					
2a % of staff within the partnership area who have undertaken training in relation to Carers during the year.	1.95%	1.94%	0.00%	1.64%	5.53%
2b Number of staff within the partnership area who have undertaken training in relation to Carers during the year.	149	115	0	40	304
3a % of adult Carers who had an assessment or review of their needs in their own right during the year.					
3b % of young Carers known to the partnerships who were assessed during the year					
4 % of Carers that have been referred for assessment by health staff during the year (YC only)					

**Cwm Taf Additional Indicators**

CM a Number of staff in the partnership area who have received Carer Awareness training.	0	33	0	36	69
CM b Number of champions identified in the partnership area.	5	35	0	3	43
CM c Number of Carers Wales Carer Awareness sessions held.	0	2	0	1	3
CM d Number of staff in the partnership area who have received Carers Champion Awareness training.	0	33	0	0	33
CM e Number of staff in the partnership area who have completed Carer Aware e-learning training.	14	12	0	61	87

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## Appendix 1c

<b>2015-16 RCT</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Accum.</b>	
1a % of Carers identified by the partnership during the year.	0.48%	0.47%	0.58%	0.48%	<b>1.99%</b>	
1b Number of Carers identified by the partnership during the year.	141	138	171	141	<b>591</b>	
2a % of staff within the partnership area who have undertaken training in relation to Carers during the year. 12,500 (Staff)	4.60%	3.90%	2.70%	1.10%	<b>12.00%</b>	
2b Number of staff within the partnership area who have undertaken training in relation to Carers during the year.	571	482	331	131	<b>1515</b>	
3a % of adult Carers who had an assessment or review of their needs in their own right during the year.	53.10%	46.23%	48.61%	44.82%	<b>44.82%</b>	
3b % of young Carers known to the partnerships who were assessed during the year					<b>95.00%</b>	
4 % of Carers that have been referred for assessment by health staff during the year (YC only)	6%	4%	15.00%	3%	<b>6%</b>	
CM a Number of staff in the partnership area who have received Carer Awareness training.	571	482	331	131	<b>1515</b>	
CM b Number of champions identified in the partnership area.	52	7	23	18	<b>100</b>	
CM c Number of Carers Champion Training sessions held.	1	1	0	1	<b>3</b>	
CM d Number of staff in the partnership area who have received Carers Champion Awareness training.	7	6	0	8	<b>21</b>	
CM e Number of staff in the partnership area who have completed Carer Aware e-learning training.	126	0	88	17	<b>231</b>	Adult Module
	240	289	11	4	<b>544</b>	YC Module

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