

# Carers Information and Consultation Strategy

Annual Progress Report - May 2016/17

# Introduction

This document sets out the report for 2016/17 of the Cardiff and Vale University Health Board, Cardiff and the Vale of Glamorgan Local Authorities, Cardiff Third Sector Council and Glamorgan Voluntary Services and the progress made towards implementation of the Social Services and Well-Being (Wales) Act 2014. It will also describe how the transitional funding, provided by Welsh Government, has been utilised, in partnership, to begin implementation of the Social Services and Well-Being (Wales) Act 2014 and support carers within Cardiff and the Vale.

The Social Services and Well-being (Wales) Act 2014 placed a duty on Local Authorities and Local Health Boards to develop and publish an assessment of the care and support needs of the population, and carers who need support. The Cardiff and Vale Public Health Team lead on the assessment which was undertaken during the period February 2016 – January 2017.

To ensure there was a balanced view of the main care and support needs in Cardiff and the Vale of Glamorgan a number of methods and sources were used. They included:

- public surveys, for adults and for young people
- twenty five focus group interviews with local residents
- a survey for local professionals and organisations providing care or support
- service and population data
- information from key documents and previous work
- a series of workshops for professional leads

The Social Services and Well-being (Wales) Act 2014 advises of the obligations that each of the statutory organisations, in partnership with the third sector, should be working towards.

- Ensuring that all carers are identified as early as possible.
- that they are able to participate in key decisions about the person they care for.
- that they receive the support and information they need in a timely way.

# Background

The 2011 census recorded 50,580 carers in Cardiff and the Vale of Glamorgan which is a 12% rise in the last 10 years. The percentage of people in the population who identify as carers is above the Wales average in both Cardiff and the Vale of Glamorgan.

The figure for young carers was 11,555 for the whole of Wales. Approximately 1579 people identified themselves as young carers for Cardiff and the Vale of Glamorgan. However, the likelihood is that the figures for both adult and young carers are much higher. The populations needs assessment carried out for Cardiff and Vale highlighted that the percentage of people in the population who identify as carers is below the Wales average in both Cardiff and the Vale of Glamorgan. This was echoed in a study carried out by Carers UK, Missing Out: The identification challenge, which stated that 24% of adult carers in Wales took over 5 years to identify themselves as a carer.

The Carers Measure Working Group was stood down in December 2015, however carers leads from Cardiff and Vale University Health Board and Cardiff and Vale Local Authorities continue to meet and work in partnership with the Third Sector Health and Social Care facilitators in both Cardiff and the Vale of Glamorgan. The partnership working is used to drive forward and oversee progress of the implementation of the Social Services and Well-being (Wales) Act 2014, in relation to Carers and their needs. Within the Cardiff and Vale University Health Board, work is currently being undertaken to identify the support given to carers whilst in our care, also looking at how we can improve the support given to ensure a seamless service.

Transitional funding has been provided by Welsh Government to facilitate partnership working in the implementation of the Social Services and Well-being (Wales) Act 2014. In Cardiff and the Vale the main investment to date has been used to commission the Third Sector to undertake three projects. The projects are looking into raise awareness of carers and improve information and support via schemes to develop support for young carers in schools, support for carers in health and social care and looking at models of engagement to allow us to better communicate with our carers.

The Strategic Carers Advisory Group (SCAG) and the Carers officers Learning and Improvement Network (COLIN) identified four distinct areas of delivery for the transitional funding in 2016/17 which are illustrated below.

- Strengthening partnership approach at regional level.
- Creating opportunities for Third Sector to fully participate in delivery.
- Planning and delivery of additional requirements for carers as set out in the Social Services and Well-being (Wales) Act 2014.
- Ensuring good practice is mainstreamed and becomes common practice.

The following report sets out the work that has been undertaken, in partnership, between Cardiff and Vale University Health Board, Cardiff and the Vale of Glamorgan Local Authorities, Cardiff Third Sector Council and Glamorgan Voluntary Services.

# Progress

## Strengthening Partnership Approach at Regional Level

The aim for this area of work is to ensure the cross organisational, cross sector, collaboration in the planning and delivery of support for carers of all ages. Partnership working at a strategic level across public and third sector bodies has continued after the standing down of the Carers Measure Working Group. This has ensured that work has progressed towards implementation of the support needed for carers under the Social Services and Well-being (Wales) Act 2014. All work moving forward is consulted on by representatives from the voluntary sector in Cardiff and the Vale of Glamorgan together with Carers Leads from the Health Board and Local Authorities. Where possible the views of carers are also sought and considered.

The following sets out the work being undertaken to strengthen partnership working at both a local and regional level.

## 2016/17 Progress

### Carers Engagement Project \_ Carers Trust Wales



In October 2016 Carers Trust Wales was awarded funding via a tendering exercise, to undertake this project. A steering group was established and included representatives from the Health Board, Cardiff

and Vale Local Authorities, Third sector as well as Carers Trust Wales and Carer Trust South East Wales. The project and the outcomes are outlined below

Cardiff and the Vale of Glamorgan University Health Board and Local Authorities have often attempted to develop a robust system of engaging with local carers. A variety of different engagement forums have been tried, such as meetings, online discussions or linking in with established support groups. Unfortunately due to a lack of staff and resources the forums were difficult to maintain along with competing priorities. Although carers are more actively involved in decisions affecting

the care and support of the person they care for, it is clear there is a gap in engagement with the Health Board and Local Authorities, when it comes to decisions on service delivery.

Carers Trust Wales, working jointly with Carers Trust South East Wales, were commissioned to undertake a five month project looking into carer engagement within Cardiff and the Vale of Glamorgan. The project aimed to achieve the following outcomes:

- Co-ordinate and support the development of a Cardiff and Vale Carers Forum for carers aged 18 and over, caring for someone aged 18 or over.
- Carry out research to analyse potential carers forum models for Cardiff and the Vale of Glamorgan which are based on good practice.
- Compile a comprehensive picture of groups who support carers in Cardiff and the Vale of Glamorgan, across all service area.
- Engage with staff, carers, support groups and other stakeholders to identify the value and purpose of a carers forum and how to overcome any barriers to engagement
- Consult with carers and those who work with them to identify a model for carer engagement founded on principle of stability.

The project which ran between 1st November 2016 and 31st March 2017 provided insight in to best practice, for carers engagement, by consulting with established forums across the UK.

The work highlighted a number of benefits of and barriers to meaningful carer engagement. However, it clearly confirmed that this project was just the starting point and that further work would need to be undertaken in phase two. The final project report has been submitted from Carers Trust Wales, their recommendations will be taken into consideration and next steps agreed by the Steering Group.



*Engagement Project Info-graphic*

# Progress

## Carers Accreditation project ,Young Carers in Schools – Carers Trust South East Wales:

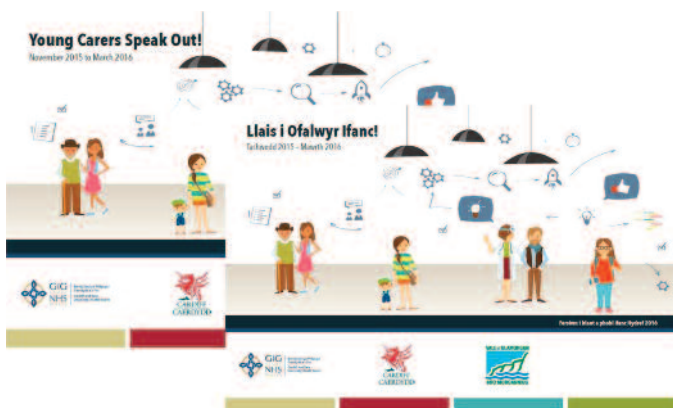


In October 2016 Carers Trust South East Wales was awarded funding via a tendering exercise, to undertake this project. A steering group was established and included representatives

from the Health Board, Cardiff and Vale Local Authorities, Third sector as well as Carers Trust South East Wales and Carer Trust Wales. The project and the outcomes are outlined in below

In 2011 the national census identified 1,579 young carers within the Cardiff and Vale of Glamorgan, however, it is recognised that this number is an underestimation of the numbers of young carers when compared with other surveys of school children across the UK.

In recent years Cardiff and the Vale of Glamorgan University Health Board and Local Authorities have identified gaps in support for young carers living in Cardiff and the Vale of Glamorgan. In February 2016 the Young Carers: Speak Out report highlighted that that young carers felt there was a lack of awareness of their role as well as a lack of support both with practical issues and issues regarding their health and emotional well-being. Many young carers reported having experienced bullying, social isolation and increased emotional and physical demands being placed on them. All of these issues alongside their role as a young carer have huge impacts on education and future opportunities. It was identified that engaging with school settings was an ideal



*Young Carers:Speak Out! Report*

place to begin to tackle some of the concerns that young carers had, such as awareness raising and supporting young carers with information and signposting to relevant services. With this in mind the Young Carers in Schools Award project was commissioned.

The Young Carers in Schools Award, developed by Carers Trust and the Children's Society for implementation in England, consists of five standards which schools need to achieve and evidence in order to gain the award:

- 1. Understand** - Assigned members of staff who will take responsibility for understanding and addressing carers needs.
- 2. Inform** - Awareness raising amongst colleagues, sharing knowledge about carers
- 3. Identify** - Carers to be identified
- 4. Listen** - carers are listened to a, consulted and given time and space to talk.
- 5. Support** - Carers are supported and signposted to resources and services.

The project was undertaken in two phases,

### Phase One:

The first phase of the project was to make initial contact with the twenty-six secondary schools across Cardiff and the Vale in order to identify key individuals and their contact details. Once contact had been established a bi-lingual questionnaire was sent to schools asking key questions around the identification and support of young carers in school. Schools were also asked to indicate if they would be interested in participating in the Young Carers in Schools Award.

During phase one Carers Trust South East Wales achieved 100% response rate from the questionnaire and identified seven schools from Cardiff and five from the Vale of Glamorgan for phase two.

### Phase Two:

The second phase focused on working with the twelve secondary schools across Cardiff and the Vale of Glamorgan who had expressed and interest in the Young Carers in Schools Award. Initial meetings were set up with the schools and through this process two schools completely disengaged and made no further

contact and two schools felt, after conversations, that due to time constraints they would no longer be able to be involved in the project. Therefore eight schools moved forward to undertake the Young Carers in Schools Award pilot.

During this phase discussions took place with the schools in regards to the Young Carers in Schools Award, including framework, evidence and requirements to achieve the award. The current support the schools were offering young carers was also discussed along with any support there was currently available to schools. Baseline information was gathered from the eight schools which highlighted that the majority of schools involved already worked with support agencies, such as YMCA and they have a designated member of staff who works with young carers. Due to the short timescales of the project it was decided that the eight schools would be asked to focus on the basic award. The basic award includes the following key actions:

- Assigning a lead member of staff to understand young carers and their needs as the young carers operational lead.
- Develop and maintain a pupil notice board and online information highlighting young carer's issues.
- Develop a whole school commitment regarding the identification and support of pupils who are young carers.

Schools were also provided with posters and tools to adapt and use to raise awareness of young carers, and help staff understand young carers and how to identify them. One school in particular highlighted that since displaying carer information throughout the school and having presentations during form time and assemblies, the number of identified young carers had risen from seven to twenty-five.

Since the beginning of the project, with further support from the Schools Development Worker, two schools are close to completing the basics. It was clear from the results of the survey, discussions with schools and baseline assessments that schools had very little carers information on display and staff awareness of young carers and their issues needed to be developed. Moving forward the Steering Group will be considering the findings of the report and considering the sustainability of the Young Carers in Schools Award.

## Carers Accreditation project, Health and Social Care – Carers Trust South East Wales:



In February 2016, in partnership with Carers Wales, the Pollen Shop and both Local Authorities, the Cardiff and Vale University Health Board developed the 'Supporting Carers Survey' for staff. The aim on the survey was to find out whether Health Board staff had the right level of knowledge to support carers. It was identified from the survey that more carer awareness raising was needed and well as knowledge of services that were able to help carers.

Using the results of this survey the decision was made to look at the feasibility and sustainability of developing a Carers Accreditation Framework across Cardiff and the Vale Health and Social Care settings. A steering group was established and included representatives from the Health Board, Cardiff and Vale Local Authorities, Third sector as well as Carers Trust Wales and Carer Trust South East Wales.

Carers Trust South East Wales consulted with six teams across Cardiff and the Vale of Glamorgan.

- Trauma and Orthopaedics, Ward B6, University Hospital of Wales
- Mental Health, Pine Ward, Hafan y Coed, University Hospital Llandough
- Haematology, Ward B4 University Hospital of Wales
- Rondell House, Barry
- Vale Community Resource Service
- Mental Health, Vale of Glamorgan

# Progress

The Carers Development Worker engaged with the six teams highlighted to explore the concept of adapting the Young Carers in Schools Award to create an adequate accreditation to be used within the Health and Social Care sector. These consultations also allowed for reflection of current practice. The consultations took place between January and March 2017 and it was highlighted that there was genuine interest and enthusiasm in an accreditation. However, concerns were raised about the 'required evidence' with most teams feeling it may be difficult to demonstrate and could become onerous.

All of the teams felt that if an award scheme was to be implemented that there would need to be corporate sign up and that training would need to be offered so that staff knew what was expected of them. The teams consulted felt that the Young Carers in Schools award was not directly transferable to Health and Social Care settings. In order for an accreditation to be implemented it was felt that we needed to ensure the right model is adopted. The findings of this pilot have been submitted to the Steering Group for discussion. The Group will consider the options and models presented and decide on a way to move forward.

Each of the three projects outlined above were developed and informed by consultations which have taken place with carers and those who work directly with them.

## Young Carers Action Plan

In February 2016 young carers across Cardiff and the Vale were surveyed with regards to the services and support they receive. The questions for the survey were developed in partnership with Vale of Glamorgan Council, Cardiff and Vale Youth Services and young carers from the Cardiff and Vale area. As previously stated the results of the survey highlighted that young carers felt there was a lack of awareness of their role as well as a lack of support both with practical issues and issues regarding their health and emotional well-being.

From the findings of the report and feedback from young carers a Young Carers Working Group was established. The Group has representatives from Cardiff and Vale University Health Board and Local Authorities,

Cardiff and Vale Social Services and Education, Youth Workers from across Cardiff and Vale and members of the YMCA Cardiff team. The Working Group has developed the Young Carers Action Plan to address some of the issues raised by young carers. The plan was then consulted on by young carers to ensure that the actions included were relevant to the needs they had identified. Included in the Action Plan is the need for a co-ordinated training package for staff in schools and health and a review made of policies regarding safeguarding to include young carers, for example. A task and finish group was also set up to look at the feasibility of a young carers ID card, what it would mean and how it would be implemented.

## Care and Repair Carers Casework Service



Feedback from carers in recent years has often identified issues around discharge and the delays which can cause frustration. In order to try and address some of the concerns that carers have in regards to discharge, the Health Board and Local authorities have funded a post with Care and Repair. The Carers Casework Service is a pilot which will be citizen-centred and as such, will be tailored according to the person's needs.

A Caseworker will visit a person at their home and listen to what they want and need and will then put together a package with support to make it happen. The Caseworker is able to organise a variety of direct interventions and make referrals to existing voluntary and statutory agencies. Through partnership working with other voluntary and statutory agencies they can provide the right assistance for the individual at the right time and place.

The Carers Casework Service will be able to offer services such as:

Healthy Homes Checks to identify any areas of concern in the home, arranging and oversee practical repairs, safety and maintenance works.

Home fire safety checks to ensure the home is safe and has all relevant smoke alarms and fire safety equipment.

A falls assessment to identify areas of risk and get rails and other safety equipment installed to improve safety. Welfare benefits check to identify and apply for any unclaimed benefits or potential annuities carers may be eligible for to raise the household income.

The pilot began in March 2017 and has funding until the end of September 2017. It is envisaged that the caseworker will be able to help and visit between 75 – 100 carers during this time.

## **Information and Support Centres**

In November 2016 the Barry Information Centre was officially opened by, Ruth Walker, Executive Nurse Director, Margaret McLaughlin, Independent Member of Cardiff and Vale University Health Board and Jane Hutt, Assembly Member for the Vale of Glamorgan.



*Jane Hutt, Assembly Member for Vale of Glamorgan, Margaret McLaughlin, Independent Member, Volunteers and Patient Experience Team at the official opening of Barry Information and Support Centre*

The three information and Support Centres across Cardiff and Vale University Health Board sites continue to be a great source of information for patients, carers and staff. As part of the development of services provided from the centres the new Macmillan Information and Support Facilitator has been strengthening partnership working with third sector and statutory organisations. Since April 2017, as well as providing welfare and benefits advice in University Hospital of Wales, Citizens Advice now provides a service in University Hospital Llandough, available to patients, carers and staff.



*Patient Experience Team Members with Julian Osborne Citizens' Advice Advisor at the opening of the new advice service in University Hospital Llandough*

Discussions with the Credit Union and NEST are also taking place to introduce their services, into the Information and Support Centres, where they would provide energy and financial advice to patients, carers, visitors and staff.

In addition to benefits and financial advice, plans are underway to develop a knit and natter session for patients and carers to come along and socialise away from the ward environment.

## Creating Opportunities for Third Sector to fully participate in delivery

When undertaking the Cardiff and Vale Population Needs assessment it was clear that our Third Sector partners are a trusted asset, when delivering services for carers in our area. Carers who engaged in the population needs assessment expressed that third sector organisations were often more respectful and less judgemental than statutory organisations. It is for these reasons it is important to ensure that Third Sector organisations are able to participate fully in the development and delivery of services for carers.

Through our partnerships with Glamorgan Voluntary Services, Cardiff Third Sector Council and directly with third sector organisations we aim to ensure our carers have a voice. The following highlights out the ways in which opportunities have been created at both a local and regional level.

### 2016/17 Progress

#### Cardiff and the Vale Carers Support and Information Network Group (CSING)



Cardiff and Vale Carers Support and Information Network Group (CSING) brings together staff from the third sector, local authority and health board who plan and deliver services for carers in the region. CSING is a good opportunity to share information, highlight current and new services, identify gaps and issues which affect carers and support partnership working across sectors. Issues raised can be highlighted via regional partnerships and planning groups. CSING was also instrumental in ensuring that members were aware of the Cardiff and Vale population needs

assessment that was undertaken as part of the implementation of the Social Services and Well-being (Wales) Act, allowing carers forums to feed directly into the assessment, ensuring the carers voice was heard. CSING, facilitated by Glamorgan Voluntary Services (GVS), in liaison with Cardiff Third Sector Council (C3SC) has been meeting for over 10 years and began as a Vale group before expanding to Cardiff. It now has over 30 members.

Over the last year there have been presentations from the Vale of Glamorgan Carers' Development Officer on the new carers' assessments under the Social Services and Wellbeing (Wales) Act, the Disability Advice Project on their Skills for a Better Life project and United Welsh on their Wellbeing 4U service.

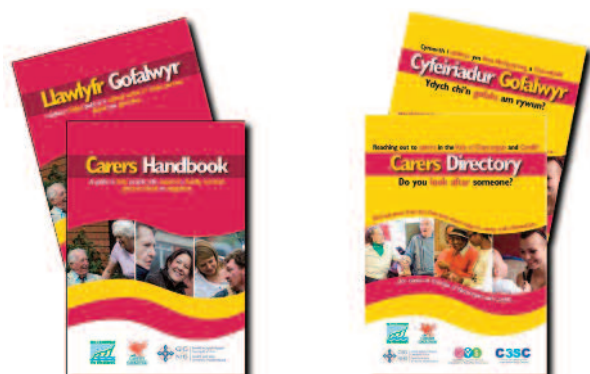
#### Long Term Conditions Alliance

Since its inception in 2013 the Cardiff and Vale University Health Board worked closely with the Long Terms Conditions Alliance Co-ordinator. The alliance which came to an end in December 2016 was a mechanism which allowed the Health Board to engage with patients, carers and representatives from third sector organisations in the development of policies and services. In 2016 the Health Board engaged with the Alliance on items such as the development of well-being hubs in Cardiff and the Health Boards Equalities framework.

The Long Term Conditions Alliance Co-ordinator also ensured that the members of the Alliance were involved in the consultations on the Social Services and Well-being (Wales) Act as well as Local Authority policy.

#### Carers Handbook and Carers Directory

The Carers Handbook has been developed in partnership between the Cardiff and Vale Health Board, Cardiff and Vale of Glamorgan Local Authorities, Cardiff Third Sector Council and Glamorgan Voluntary Services. The handbook is currently being updated to encompass the changes under the Social Services and Well-being (Wales) Act. Discussions are also taking place as to changing the format of the handbook to make it easier to read and more relevant for carers.



The Directory of Services for Carers contains information about a range of Third Sector, Local Authority and health services for carers in the region. The Directory was produced by Glamorgan Voluntary Services (GVS) in liaison with statutory partners and has proved popular with carers and front line staff who support carers. GVS continues to update the Directory online and all organisations which are listed have been encouraged to include their services on the Dewis Cymru information portal.

## Case Study

During a public engagement event held in Cardiff County Hall a carer came over to speak to the Patient Experience Support Advisor, as she wanted to express her gratitude for the Carers Directory. The Carer had been given the directory at a previous event and had found it very useful, especially as the carer had been in the armed forces and was unaware that the type of help that British Legion provided. Since receiving the directory she had been able to utilise the handy man service that the British Legion provided, and said that the directory was the most useful document she had received to date.

## Carers Week and Carers Rights Day 2016

During Carers week in June 2016 the Patient Experience Team held a number of information events across Cardiff and the Vale of Glamorgan. The events

included information stands in partnership with third sector colleagues from Bipolar UK, and Marie Curie, as well as a Carers drop in session held at the Age Connects Cafe in Barry. The aim of all the sessions was to raise awareness of Carers and the caring roles and to provide information, sign posting and advice to carers.

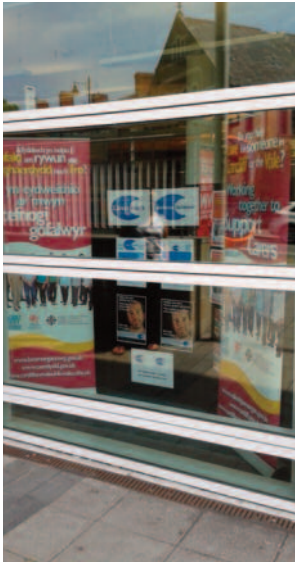


*Carers Week Stand with Bi-Polar UK*

A number of Local Events for Carers' Week 2016 also took place in partnership with the Vale of Glamorgan Council including a Marie Curie Caring for Carers Café (open for carers caring for someone with a terminal illness) offering advice: a Marie Curie Nurse, a legal representative and a benefits advisor. An Information Stand was held at Western Vale Family Practice where the Vale's Carers Development Officer was available, in Reception area, to provide carers' information. Carer's information was also available in Cowbridge Library, as well as a manual handling drop-in session at Business Service Centre in Barry, hosted by the Vale's manual handling co-ordinator. Mobility equipment and living adaptation/aids were on display.



*Carers Rights Day Partnership Event*



*Information Stand at Barry Library*

Both Velindre Hospital and Barry Library had Information displays with carers' information over the whole of Carers' Week.

In November 2016, to celebrate Carers Rights Day, the Patient Experience Team joined the Carers Lead from Cardiff Local Authority and a variety of Third Sector partners for an event at the Central Library in Cardiff. During the events carers and staff were signposted to sources of information and support as well as being offered practical advice.

Carers' Rights Day was marked in the Vale by having an Information Stand at Barry Hospital Reception area. A press release was used to promote the event, and this feature appeared in the Barry and District News: <http://www.barryanddistrictnews.co.uk/news/14926751>.

## Intermediate Care Fund

Since the Intermediate Care Fund was introduced GVS and C3SC have put in place small grant schemes, working closely with statutory partners, so that third sector organisations are able to access Intermediate Care Funding to run small scale projects or try out new ideas. Three grant schemes have been facilitated since 2014 and a diverse range of third sector organisations have received funding. Services funded include a meal delivery service, an arts project for people with dementia, housing adaptations, an intergenerational lunch club and a project to increase the uptake of the annual health check for people with a learning disability.

## Citizen's Advice and Tenovus Cancer Care

Both Cardiff and Vale Citizens Advice and Tenovus Cancer Care continue to provide a service at University Hospital of Wales and University Hospital Llandough.

Citizens Advice provide a mixture drop-in and appointment based sessions and Tenovus Cancer Care take referrals from staff and visit wards and out-patient clinics where requested. Both services provide welfare and benefit advice.

## Case Study

The client was a 17 year who was having treatment for lymphoma. He was in full time education, but was having to take a break as he was unwell. The Tenovus Cancer Care Advisor assisted the client in applying for personal independence payments and he was awarded the higher rates. His mother was unable to work due to health problems, but was not eligible for any sickness benefits herself. However, as she was now caring for her son the Tenovus Cancer Care Advisor was able to assist her with an application for Carers Allowance. The Carer was also referred for financial advice in relation to a critical illness insurance policy.

## Planning and delivery of Additional Requirements for Carers

As part of the implementation of the Social Services and Well-being Act (Wales) 2014, we have to ensure that we are putting patients and carers at the centre of our services. It is important that we are providing information to support them in achieving and maintaining their own well-being. As part of this work it is important that our staff are provided with the tools to offer that support. This can be done through staff awareness sessions and formal training as well as projects and initiatives that look at ways to help staff, help carers, such as the Read About Me Scheme.

The following looks at the work that is ongoing within Social Care and Health settings to ensure we are meeting the requirement of the Social Services and Well-being Act (Wales) 2014, in relation to carers.

## 2016/17 Progress

### Health Board Staff Training and Awareness Sessions

The Health Board currently provides a carer awareness session to all newly appointed staff and an hour long training session to qualified members of staff who undertake the Skills to Manage and Leadership and Mentoring Programmes. Bespoke training sessions are also available to teams and areas who have an interest in carers issues.

#### Carer Awareness Session:

This session is aimed at staff of all bands in the Cardiff and Vale Health Board, and is part of the corporate induction programme for all newly appointed staff. Outcomes of the programme are to enable staff to:

- Define what a carer is
- Understand some of the issues young and adult carers may face
- Signpost to information and support where needed

During the period of this report 581 newly appointed Health Board staff, including Senior Medical staff, have undertaken the carer awareness session. To date since 2012, 2365 Health Board staff members have taken part in the awareness sessions.

#### Skills to Manage Programme and Leadership and Mentoring Programme:

The hour long training session given on the Skills to Manage and Leadership and Mentoring Programmes is aimed at qualified staff from all disciplines within Cardiff and the Vale Health Board. The aim of the programme is to:

Define what a carer is

- Understand some of the issues young and adult carers may face
- Understand carers rights under the new Social Services and Well-being (Wales) Act 2014 (ie carers assessments)
- Signpost to information and support where needed
- Involve carers in relation to ongoing carer/discharge planning care issues

These training sessions are run twice a year and give us the opportunity to discuss with senior managers, nursing and therapy staff who often need to engage with and support carers. From April 2016 to May 2017 53 staff have taken part in the full training. To date since 2012, 622 of staff have undertaken the hour long session.

### Young Carers Training Slides Update and ID Cards

#### Training Slide:

As part of the work being undertaken with young carers the young carers working group noted that young carers issues are not always included in general carers training and where it was it may not always be up to date. Therefore, it was decided that the current training packages would be looked at updated, ensuring that all organisations were using the correct and relevant information. A couple of slides will be developed which can be inserted into organisations existing carer presentations, to ensure young carers and their needs are recognised.

#### ID Cards:

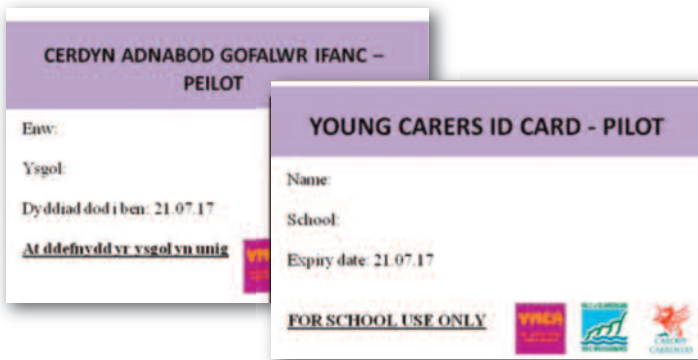
In addition to the training slides, after consultation with young carers, it was highlighted that they would like young carers ID cards. In response to this suggestion from young carers the working group has established a task and finish group to undertake an ID card pilot scheme in two schools in the Cardiff and Vale of Glamorgan. The aim of the pilot will include:

- Design of ID Card
- Criteria for issuing of ID cards
- ID Card Guidance for Schools – what will the card mean for the young carer?

For example, please consider that the Young Carer:

- o May arrive late into school on occasions.
- o May need to leave school early on occasions.
- o May need to maintain mobile phone contact in line with caring responsibilities.
- o May not on occasions have completed homework/projects to deadline, which may need to be extended.
- o May need other or additional support.

# Progress



## Young Carers ID Cards for Schools

The pilot is set to run for one school term, this will help to inform the feasibility and sustainability of such an ID card. Any learning from the pilot will be taken to the young carers working group for discussion and possible roll out to all schools. If the ID cards are successful further work will be undertaken to understand how they would translate into other areas such as Health and Transport Services.

## Read About Me Scheme

The Social Services and Well-being (Wales) Act 2014 puts the well-being of citizens, including carers, at its heart. Ensuring carers have a voice and are included in the care of the person they care for helps to ensure that we are considering our carers well-being. Public Health Wales is currently leading on a work stream which has pulled together teams across the Health Board who work with patients with dementia or cognitive impairment. The Public Health Wales Lead has established a working group who are looking at the documentation Wards are using with carers, for example, This is Me document and the accompanying documentation for the Butterfly Scheme. New documentation 'Read about Me' has been developed and is being trialled in Wards across the Health Board. The aim of the new documentation is to achieve a standardised approach that will hopefully improve its usage. A task and finish group has been set up to trial the documentation and will feed back into the larger working group once the trial period has concluded.

## Information and Support Centres

The Information and Support Centres across the Health Boards sites provide an ongoing opportunity to communicate with patients and carers. Under the

Social Services and Well-being (Wales) Act 2014 we have a duty to provide our citizens, including carers, with up to date relevant information at the point they require it. Each of our Information and Support Centres has an area dedicated to carers which includes information such as Carers Directory, Carers Handbook and Carers Wales information.



## Carers information in Barry Information and Support Centre

We use the opportunities in the Information and Support Centres to engage with carers listening to their issues and discussing their information needs.

## Case Study

While in the Information and Support Centre in University Hospital Llandough the Volunteer Manager was approached asking if we provided information on Care Homes, specifically a copy of the Vale of Glamorgan Care Directory. The patient needed to be discharge to a care home and their carers wanted information to make an informed decision about the patient's future care. As we did not stock the Vale of Glamorgan Care Directory the Volunteer Manager sourced and printed a copy from the internet. The Information and Support Centre Manager is now sourcing hard copies of the Care Directory, and in the interim printed copies are available.

## Engagement Events and Awareness Raising



*Public Health Wales Community Activities Event, City Hall*

In order to provide the right level of support and information to carers it is important that staff in Health and Social Care settings, as well as carers themselves, are aware of who carers are and what they do, their rights, needs and how they can be supported. Importantly we need to ensure that the information they are provided is up to date and relevant to them and their caring role. As with the Information Centres the Community Engagement events allow us to offer carers practical advice and signpost to sources of information and support.



*Diverse Cymru Event, County Hall*

Between May 2016 and April 2017 the Patient Experience Team have attended and provided information at fourteen community events across Cardiff and the Vale and hosted eight across the Cardiff and Vale University Health Board sites. This is in addition to the events run by both the Cardiff and Vale of Glamorgan Local Authorities.

Information has been provided to carers and staff from various organisations on carers rights as well as the support that is available to carers financially, practically and emotionally. The events allow us to reach carers who may ordinarily not attend the Hospitals and see our Information and Support Centres. It allows us to provide relevant information to carers where they are, making it much more accessible to all.



*Care and Repair Event, Penarth*

### Case Study

A lady who attended the Diverse Cymru event mentioned that she was lonely and feeling a little isolated, and wanted to know of any befriending services. After speaking to the lady further the Patient Experience Support Advisor determined that the lady was in an area which had a Friends and Neighbours (FAN) Group so provided her with the number to contact them. At the lunch break the lady returned to the stall to offer her thanks as she had called the FAN Group on her mobile and they were coming out to see her the following week to meet her and see what they could offer.

# Progress

## Ensuring good practice is mainstreamed and becomes common practice

Within Cardiff and the Vale of Glamorgan and across Wales and the rest of the UK there are lots of examples of good practice on how to engage with carers, raise carer awareness and in regards to information sharing. Within Cardiff and the Vale of Glamorgan, in partnership with both Local Authorities and Third Sector organisations, we identify examples of good practice, take the learning and adapt to suit our carers needs. We also ensure that we showcase any of our own examples of good practice and share our learning with partners and other organisations across Wales.

This section highlights the work being undertaken to identify and share good practice within Cardiff and the Vale of Glamorgan from across Wales and the UK.

## 2016/17 Progress

### GP Carer Accreditation Scheme

The GP Accreditation Scheme is in the second year of roll out and we currently have twenty-two surgeries across the Cardiff and Vale who have achieved the bronze level accreditation. We have met with a further seven surgeries who are in the process of gathering evidence for the accreditation assessment. Draft Criteria are being developed for Silver Level and some of the Practices that have achieved Bronze Level are keen to progress towards this.

As part of the GP Accreditation Scheme Practices are asked to nominate a carers champion who work closely with the Patient Experience Support Advisor, in Cardiff and the Carer Development Officer in the Vale of Glamorgan. GP carer champion meetings are held throughout the year and offer the opportunity to share good practice, influence practices to take replicate exemplars, and to develop a relationship between both areas of care and local authorities. Existing champions have become an expert resource within their practices and are supported to be able to identify, support and signpost carers appropriately.



### GP Carers Champion receiving Bronze Certificate

Due to the success of the GP Carers Accreditation Scheme there is now work underway to develop a similar scheme for Community Pharmacists. The bronze criteria, used for GP Surgeries, has been amended to suit the Pharmacy environment which is currently being signed off by Community Pharmacy and roll out of the scheme will hopefully being in the near future.

### Johns Campaign



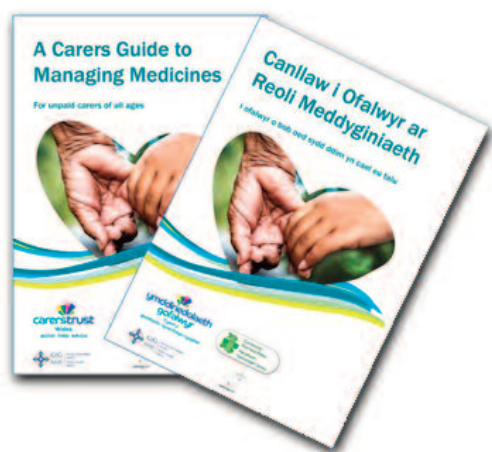
In November 2014 Nicci Gerrard and Julia Jones founded John's Campaign. The campaign's simple statement of purpose lays the belief that carers should not just be allowed but should be welcomed in the involvement of the care of the person they care for. John's Campaign has been adopted, to various degrees, by all Health Boards across Wales. In Cardiff and the Vale of Glamorgan Health Board we have signed up to the principles of John's Campaign and are developing our own priorities principles and promises, which will include all our carers. As part of the development of our carers priorities, principles and promises a John's Campaign working group has been established, which includes Patient Experience and the Senior Nurses from a variety of Clinical Boards. The working group is in the process of developing a questionnaire for both carers and staff, which will be used to establish a baseline of how we are performing against our priorities, principles and promises.

## Carers Trust Projects

As mentioned previously in the report, Carers Trust Wales jointly with Carers Trust South East Wales, have been commissioned to undertake three projects. Each of the projects is drawing from good practice not only from Cardiff and the Vale, but also from Wales and the UK as a whole. The findings from each of the projects will be used to inform and improve our current practice allowing us to ensure that this good practice becomes the norm within our Health and Social Care Settings.

## Medicines Management Information

In 2015 the Carers Trust Wales, in partnership with Public Health Wales and Community Pharmacy Wales, developed a Carers Guide to Managing Medicine, which was distributed to Pharmacies and Health and Social Care settings. The guide was very informative and proved very popular with carers. Due to the demand for the information a decision was made jointly, between Cardiff and Vale Local Health Board, both Local Authorities and Third Sector partners, to fund a reprint of the leaflets. However, it was also decided that some of the information could be more relevant to the local Cardiff and Vale area so the template was provided by Carers Trust Wales and amended to include contact numbers and websites for services delivered in the area. The leaflet is currently in the printing process and will become a source of information we regularly provide carers.



*A Carers Guide to Managing Medicines Leaflet*

## Showcasing and Carer Information and Raising Awareness



*Jane Penny, Senior Nurse and Jo Gill, Specialist Nurse with Carers Board on Ward B4*

After attending a Carers Event in Cardiff Central Library, staff on Ward B4 wanted to provide the carers who come onto their ward with relevant information on the support available in their area. The staff on B4 recognised that many of the carers they come into contact do not even realise they are a carer. They hope that by displaying information on the carer's board that they will help to raise awareness of carers and their roles. The carer's information display was put onto the Health Boards social media sites to highlight the good practice to other areas.

## Values into Action Project

In September 2016 the Cardiff and Vale University Health Board undertook a series of engagement workshops, over a two week period, with patients, carers and staff. The aim of the engagement workshops was to understand what it's like to be a patient, carer and staff member within Cardiff and the Vale Health Board. We understand that evidence shows that by improving the experience our patients and carers have in our care ensures patients have a better experience of care, patient care is also safer and of a higher quality. In addition when healthcare teams work better together they deliver better outcomes, more productively.

# Progress



## *Values into Action, In Your Shoes Workshop*

Six hundred and eighty five patients and carers contributed to the Values into Action project either by attending an 'In Your Shoes' workshop or completing the online questionnaire. Patients and Carers shared their experiences of the Health Board and their comments were themed into what we did well and what we as a Health Board could improve upon. The findings from this feedback are being used to develop the Health Boards staff values and improvement priorities for patients. This work will include any areas of good practice being shared across the Health Board

## **Conclusion**

This report gives an account of the progress of work overseen by the Cardiff and Vale working group in the implementation of the Social Services and Well-being Act (Wales) 2014.

## **Expenditure and Financial Projection**

For 2015/16 the monies allocated was £124,961 to date the expenditure has been £124,788 to complete phase one of both the carers engagement project and the carers accreditation project for young carers. The funding has additionally supported a 6 month pilot of a post in Care and repair to facilitate safe and timely discharges. The monies have supported reprinting of literature and awareness raising materials. We have also supported engagement events.

It is anticipated that the final year two monies will support implementation and completion of phase two of the projects.

