

# Carers Information and Consultation Strategy

Annual progress report - May 2016

# Introduction

This document sets out the report for 2015/16 of the Cardiff and Vale Carers Measure Working Group on progress towards implementation of Carers Strategies (Wales) Measure 2010 and the Interim Carers' Action Plan 2015 – 2016 which was commissioned by the Cardiff and Vale Carers Planning and Strategy Group. This was the first action plan that was jointly developed by City of Cardiff Council, the Vale of Glamorgan Council, and Cardiff and Vale University Health Board. This report covers work undertaken from May 2015 up to the implementation of the Social Services and Well-being (Wales) Act 2014, in April 2016.

The Interim Carers' Action Plan was developed to ensure that all three statutory organisations involved did not lose sight of the importance of supporting carers, while awaiting the new guidance and regulations brought about for the Social Services and Wellbeing Act (Wales) 2014. The Action Plan follows on from Carers Strategies (Wales) Measure 2010 and builds upon the work already undertaken by both Local Authorities to identify the needs of carers, through carer events, assessments, workshops and conferences. The Action plan has evolved from/complements the former four key documents:

- Cardiff Carers Strategy 2010 - 2014
- Cardiff Young Carers Strategy 2011 - 2015
- Vale of Glamorgan Carers Strategy 2008 - 2011
- Partners in Care – Carers Information and Consultation Strategy 2012 - 2015

The development of the Interim Carers Action Plan has continued the focus for all three statutory organisations and Third Sector partners within the boundaries of Cardiff and the Vale of Glamorgan to work together strategically to support carers.

In practice, the Action Plan sets out the principles 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.

Much of the activity has focused on the Health Board and its staff, patients and their carers; however this has and continues to be carried with the support of, and in collaboration with, all its partners.

# Background

The 2011 census recorded 50,580 carers in Cardiff and the Vale of Glamorgan, a 12% rise in the last 10 years.

The figure for young carers was 11,555 for the whole of Wales. Approximately 1579 people identified themselves as young carers within Cardiff and the Vale of Glamorgan. However, this is recognised as a low estimate of the actual number of young carers.

A survey commissioned by the Vale of Glamorgan Children and Young People's Partnership in 2013 suggested there may be as many as 1 in 12 young people carrying out the role of carer.

A SuperSurvey conducted by City of Cardiff Council across Cardiff schools, and published in 2014, corroborated this finding.

In 2015 Carers Wales undertook the national 'State of Caring Survey' which provided a snapshot of the experiences of carers in Wales. The survey focused on the practical support that was being provided for carers, their health and wellbeing, financial hardship and caring and employment. The survey excluded young carers and their issues are been addressed in other ways. The survey questions covered:

- Age of carer
- Quality of care received
- Isolation and loneliness
- Finances
- Employment

The information gained from the survey helped to highlight the areas of concern across Wales and was considered in the work plans within the Health Board, Cardiff and the Vale of Glamorgan Local Authorities and Third Sector partners.

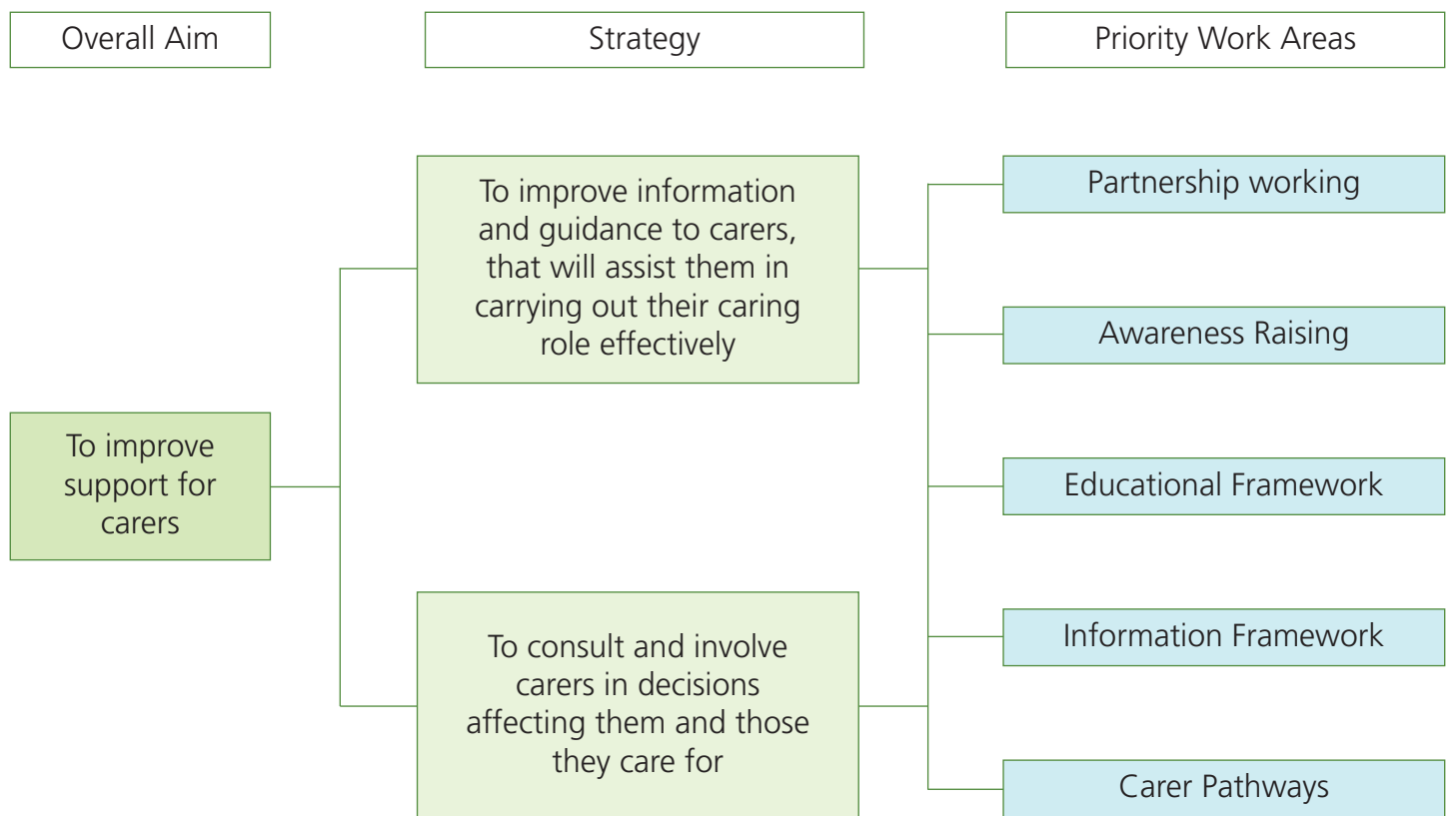
A sample of the results included the following:

- 24% of carers said they had stopped or refused a service due to concerns over quality
- 75% were concerned about the impact of caring on their health
- 61% were worried about the impact their caring role will have on friend and family relationships
- 53% of carers were struggling to make ends meet
- 23% of working carers were worried about their ability to remain in work.

The Carers Measure Working Group continued to meet monthly until it was disbanded in December 2015. The group utilised this period of time to drive forward and oversee progress of the Interim Carers Action Plan. Work will now be undertaken to develop a long term Carers Framework with direction from the Social Services and Wellbeing (Wales) Act 2014. This framework will consider the results of the 'State of Caring Wales' (2015) survey, the Young Carers Speak out' survey and the 'How Cardiff and Vale University Health Board Workforce Engage with Carers' report.

Funding has been provided by Welsh Government to facilitate delivery of the strategy. In Cardiff and the Vale the main investment to date has been in the development of the Patient Experience Facilitator Carers Training and Support post that provided dedicated time to support and develop awareness of carers' issues. The post was responsible for the integration of carers training into current programmes; ensuring information is available for carers. The role also provided support mechanisms for carers, and for staff dealing with carer issues as well as creating and maintaining links with a wide range of internal and external stakeholders. This post was a three year secondment with the post holder leaving the role in December 2015.

The strategy identifies five linked programmes of work to deliver the aims of the Measure as illustrated below:



# Work stream progress

## Partnership Working

The aim for this work stream was to ensure that there was 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 had been undertaken through the introduction of the Carers Strategy and Planning Group. The group comprises of Councillors from both Local Authorities and the Independent Member Carers Champion from the Health Board. Representatives from the voluntary sector in Cardiff and the Vale of Glamorgan are also represented together with officers from the Health Board, Local Authorities and a carer.

Glamorgan Voluntary Services (GVS) facilitates the Cardiff and Vale Carers Support and Information Network Group (CSING). This brings together a wide range of partners from the third sector and health and social care. The group meets four times a year and includes presentations from partners, such as a presentation by Maria Battle, Chair of the Cardiff and Vale University Health Board as well as Age Connects highlighting their services for carers and YMCA informing the group of their young carers projects 'Time 4 Me'. CSING also feeds issues into the Cardiff and Vale Carers Strategy and Planning Group. The Health and Social Care Facilitators in Glamorgan Voluntary Services (GVS) and Cardiff Third Sector Council (C3SC) attend the Carers Measure Group and the Carers Strategy and Planning Group and disseminate information to the wider third sector via Health and Social Care Networks.

The Health Board's partnership with Local Authorities and voluntary sector in the delivery of services to and for carers played a pivotal role in the Health Board's achievement of the Platinum award of the Corporate Health Standard.

## Year 2 Partnership Working – Progress

The Interim Carers' Action Plan 2015- 2016, developed between Cardiff and Vale UHB, Cardiff and the Vale of Glamorgan Councils, drives forward the Carers' agenda. This section provides some examples of

current partnership working between the statutory organisations along with the third sector.

- In February 2016 Cardiff and Vale UHB worked in partnership with Carers Wales, the Pollen Shop and both Local Authorities to develop a survey for Health Board staff. The aim of the 'Supporting Carers survey' was to find out whether staff have the right level of knowledge to support carers. From the survey results it has been identified that more awareness raising is needed, especially around the difference between unpaid and paid carers. The results from the survey will be used to influence the Health Boards long term carers agenda.
- The Carers Handbook was updated in November 2015 and is included in the latest carer information packs. An addendum to the handbook has also been included to encompass the changes under the new Act, which came into force on the 6th April 2016.
- The Caring Times is the Vale of Glamorgan Council's quarterly newsletter for carers; this has seen increased circulation both for carers, Providers and the Third Sector.
- Glamorgan Voluntary Services (GVS) facilitates the Carers Support and Information Network Group (CSING) which meets four times a year, with support from Cardiff Third Sector Council (C3SC). An annual survey is undertaken and results from this indicate satisfaction with CSING and provide some useful suggestions for future meetings. CSING meetings have included updates from Age Connects Cardiff and the Vale, an update on the Social Services and Wellbeing (Wales) Act 2014, updates from Care and Repair Cardiff and the Vale and the YMCA.
- GVS continues to update the popular Carers' Directory which has previously been circulated to GPs, pharmacists, libraries, community centres and other agencies throughout the Vale and Cardiff. Funding was made available to reprint the updated Directory. The Directory is designed to complement the Carers Handbook.

- The two temporary Hospital based Carer Support Officer roles officially came to an end in March 2016, as they had been part of a project funded through the Carers Measure monies. However, the post holder in the University Hospital of Wales left the role in December 2015. The postholders worked closely with staff with the aim of providing support and signposting for carers in a hospital setting. In relation to in-patients the aim was that their input will help facilitate a smooth discharge into the community. They were able to undertake Carers Assessments and for the period between May 2015 and September 2015, they have collectively seen 150 carers and patients. Level of support provided varied from information provision to completing a Carers Assessment and signposting to services.
- During Carers' Week 2015, two separate events were organised and for Carers' Rights Day 2015, stands were held at various Hospitals across Cardiff and the Vale of Glamorgan. This point will be expanded upon in Section 2, Awareness Raising.

Centres at University Hospital Llandough (UHL) and Barry Hospital, based on the success of the Macmillan Centre at The University Hospital for Wales. Following a successful engagement event between the Patient Experience Team and third sector colleagues there has been a great deal of interest to provide support at the Information and Support Centre in UHL and in the future Information and Support Centre in Barry Hospital; to be opened shortly.

- The Cardiff and Vale UHB along with Vale of Glamorgan Council, with input from GVS and C3SC, have developed a GP Carer Accreditation Scheme. The scheme lists the criteria that GP practices need to achieve to obtain accreditation for supporting carers and their families. This will be expanded upon under the Carers Pathway Section.
- Carers Support and Information Networking Group (CSING) feeds issues to both the Carers Measure Group and the Carers Strategy and Planning Group, although the survey has indicated that it is the informal information sharing in CSING which is most appreciated by members.



### Carers Week 2015 Events Flyer

- The Health and Social Care Facilitators in GVS and C3SC worked closely with the Patient Experience Team to facilitate third sector input to the development of the Information and Support

### Case Study - Carers Support Officer

A 91 year old gentleman was a carer for his wife who was admitted into hospital due to a fall which resulted her fracturing her leg. During the carers assessment the carer told the Carers Support Officer that neither he nor his wife would be able to access the bath again due to his limited mobility.

Both the carer and his wife were ex-military. So the Carers Support Officer identified and contacted a foundation that supports ex-military personnel on behalf of the carer. This resulted in the carers having a walk in shower installed free of charge.

# Work stream progress

## Awareness Raising

In order to provide the right level of support and information to carers it is important that all healthcare staff and carers themselves are aware of who carers are, what they do, their rights, their needs and how they can be supported. Awareness raising supports early identification of carers at all stages of their caring role.

At a strategic level, the Cardiff and Vale UHB Carers' Champion ensures that carers' interests and issues are highlighted at Board meetings and at other Committee meetings.

Both Cardiff and the Vale Councils have Elected members at Cabinet level who are Carers Champions.

The working group agreed, at an early stage, an awareness-raising framework. This identified key stakeholders and has monitored progress with engagement against this plan. The stakeholders include the NHS, Local Authorities and Third Sector staff, patients, carers and the general public. Key methods of awareness-raising were identified, including the media, local and national carers events, meeting with carers groups and a range of organisations and internet and intranet sites.

## Year 3 Awareness Raising Progress

During Carers Week 2015 two events were organised in partnership between Cardiff and Vale University Health Board, Cardiff Council and the Vale of Glamorgan Council.

The events were split into two themes;

- 1. Staying Safe:** Organisations provided carers with advice and information on staying safe in their homes or when helping the person they care for. Stalls included information on home adaptations, assisted technology, fire safety, first aid and staying safe online.
- 2. Staying Well:** Organisations provided advice and information on how carers can look after their own health and wellbeing and that of the person they care for. Stalls included information on nutrition, leisure activities and support groups.

The purpose of the events was to provide carers with advice and information. As well as information on 'staying safe' and 'staying well' there was also advice on welfare benefits and allowances. On each of the themed days there will be also a series of three of one hour tailored workshops. Organisations who held workshops were, Telecare, Red Cross First Aid, Community Dietetics, Benefit advice, Community Safety Partnership and Primary Mental Health Team. Pedal Power also attended one event bringing a selection of their adapted bikes for carers to try.



*Visitors trying out a Pedal Power adapted bike*

It was also an opportunity for professionals and service providers to network and share information. There were over 50 different service providers who supported the events across Cardiff and the Vale of Glamorgan, hosting stalls and providing information and advice. Many were engaging in a Carers event for the first time and valuable links were established.

## Case Study

A carer who attended the 'Staying Safe' event came to speak to staff on reception as he wanted to say how pleased he was that he had received the help he needed. The carer has specifically come to the event to get advice on benefits. The staff on the Works and Pensions stall had helped the carer get an appointment with the Benefits Team which was close to his home, to help him complete the relevant forms for his benefits. The carer was very grateful with the help he had received as he had been unable to get and appointment himself.

- A carers' story was collected within carers week and used in local media to raise awareness of carers and the support available to them.  
<http://www.cardiffandvaleuhb.wales.nhs.uk/news/37727>



*Carers at Carers Event share their stories*

- Events were also organised for Carers Rights Day in November 2015, the Patient Experience Team held information stalls in both University Hospital of Wales and University Hospital Llandough. During the events carers and staff were signposted to sources of information and support, as well as being offered practical advice.
- The Cardiff and Vale UHB Internet sites are updated on a regular basis. From May 2015 until the end of March 2016 the Carers pages have been viewed 1292 times.
- The dedicated Cardiff and Vale UHB email address set up for carers continues to be monitored by the Patient Experience team.
- The Patient Experience Team contributes to Local Authority and Third Sector partner newsletters. The most recent articles have covered Carers Week 2015.
- In August 2015 members of the team attended a health event held at The Old Library in Cardiff and the annual Vale of Glamorgan Show in Fonmon Castle. The aim of both events was to raise awareness of carers and the support available to them. The event in Fonmon Castle also allowed the team to talk with a population who are less likely to engage with NHS services.

- During Fresher's week in September 2015 the team, in partnership with the Primary Care Directorate held a stand within Cardiff University campus to encourage university students to be aware of their health needs and raise awareness of student aged carers.
- In October 2015 a Marie Curie BME Carers event was held in Grangetown. At the event the Patient Experience Team held an Information stall where advice and support was provided to carers.
- On March 15th 2016 the seventh annual Minorities Ethnic Communities (MEC) Health Fair was held recognising the health needs of carers in the minority ethnic communities. The event, which was well attended, was held in Cardiff City Hall and was opened by Vaughan Gething, as Deputy Minister for Health, along with the Deputy Lord Major of Cardiff, Councillor Dilwar Ali. This years' event saw 47 service providers hosting stalls giving advice and information. The Patient Experience Team, along with Macmillan Cancer Care, hosted a stall at the event.



*MEC Fair City Hall March 2016*



*Maria Battle, C&VUHB Chair & Vaughan Gething Deputy Health Minister MEC Fair March 2016*

# Work stream progress

- To celebrate World Health Day in April 2016 the Patient Experience Support Advisor, along with Macmillan Nurse Facilitator, held a cancer and carers information stand in the Central Library, Cardiff.



## *Gwybodaeth am wledydd Ewropeaidd*

- Caring Times, the Vale of Glamorgan's quarterly bilingual newsletter for carers is made available to individual carers, third sector, health sector and schools. It is also published on-line.
- Carers have been included in the Health Boards Healthcare Standards documentation under the following standards:
  1. 1.1. Health protection, promotion and improvement – the principle of this standard is to ensure that people are well informed and are able to manage their own health and wellbeing. Ensuring that people are able to access support and information.
  2. 3.2. Communicating effectively – ensuring open and honest communication in the spirit of co-production.

Departments have to provide evidence against these standards, for example: show that they have information for carers available, that staff are aware of the new Social Services and Wellbeing Act (Wales) 2014, and that they are including carers at all stages of the patients pathway.

## Education and Training Framework

A three level training framework has been developed for staff and carers.

### Level 1 Carer Aware

This programme is aimed at all staff in Cardiff and Vale UHB, Local Authority, Third Sector staff and volunteers, and contractors who have an interest in carers' issues.

Outcomes of the programme are to enable staff to:

- Define what is a carer is
- Understand carers rights
- Identify and recognise carers issues
- Signpost to support and information accordingly

The course is delivered as part of induction/mandatory training, integrated into other training opportunities across all sectors of the Health Board including primary care settings and delivered through e-learning, and/or a PowerPoint presentation.

### Level 2 Carer Identification and Support

This programme is targeted at qualified staff from all disciplines in Cardiff and Vale Health Board, Third Sector managers and relevant independent contractors.

The aim of the programme is to:

- Ensure staff are able to signpost or provide information
- Involve carers in relation to ongoing care/discharge planning care issues
- Signpost carers to education and training such as:
  - o safe lifting
  - o help with eating and drinking
  - o hygiene
  - o administering medicines

The programme is delivered by Cardiff and Vale Health Board trainers and others, including Third Sector staff via classroom based programmes and ideally integrated into existing work streams of other programmes and via e-learning.

### Level 3 Training provision for Carers

The training needs of carers themselves have been taken into consideration and a number of programmes run to equip carers with the skills and knowledge to deal with issues such as:

- Manual handling,
- Physical Health and Wellbeing
- Mental Health and Wellbeing
- Stress

### Year Three: Education and Training Progress

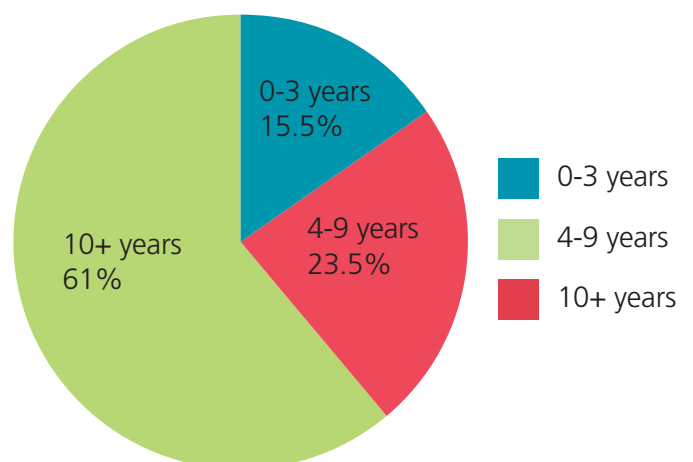
- Carers Measure training continues and includes; pre registered nursing staff, Skills to Manage programme, Empowering Sisters / Charge Nurses programme, which are run twice a year. These training programmes give us the opportunity to discuss with senior nursing and therapy staff the need to engage and support carers. For the period of this report, May 2015 to March 2016, 90 staff have taken part in these sessions. To date, since 2012, 569 staff have undertaken the full training session.

- Each of the 108 Community Pharmacies across Cardiff and Vale have each received carer information packs to be displayed at their till points. Further packs have since been requested by four of the local Pharmacies.
- All newly recruited Cardiff and Vale UHB members of staff continue to receive a short awareness raising session as part of their induction; this also includes Senior Medical Staff Induction. During the period of the report 448 staff have taken part in these sessions. To date, since 2012, 1784 staff have undertaken the awareness session.
- The Supporting Carers survey which was conducted in February 2016 highlighted the gaps in staff training on the subject of carers. 81.7% of staff who responded to the survey said they had not been involved in training that has included carer awareness over the last 3 years. However, 61% of respondents had been working for the Health Board for over 10 years and the carers' induction training session had only been introduced in 2012. The results from the survey will be used to inform the Health Boards carers agenda, including staff training/awareness.

### Case Study

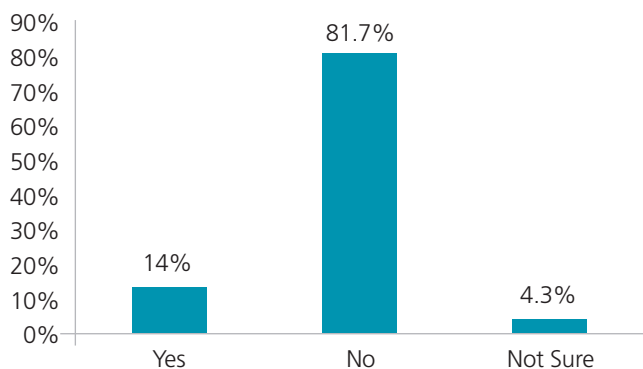
After attending the Skills to Manage programme a Ward Sister from Haematology contacted the Patient Experience Support Advisor to ask for help developing a Carers area within the Haematology Ward and its Day Unit. After meeting with the Ward Sister and Deputy Ward Manger the Patient Experience Support Advisor provided the areas with all the relevant Carers' documentation to display on the Ward and in the Day Unit. From this meeting the Patient Experience Support Advisor was asked to undertake a bespoke carers session for the staff on the ward and introduced to the Ward Sister for the Clinical Research Facility who was also interested in displaying Carers information on the ward.

### How long have you been working for Cardiff and Vale University health Board?



# Work stream progress

## Have you been involved in any training that has included carer awareness in the last 3 years?



- In November 2015 the team attended a Patient Participation Group, in the North of Cardiff. The session was attended by patients and North Cardiff Medical Centre staff and provided a bespoke training session on Carers and the role of the Carers Facilitator.
- A manual handling course for carers is run by Cardiff Council and the Vale of Glamorgan Council, aimed to help over guidance and advice to carers on subjects such as:
  - Introduction to general principles in safer moving
  - Simple measures to reduce injury to yourself
  - Assisting a wheelchair user
  - Assisting a person standing, sitting and walking
  - Assisting and uninjured person from the floor
- The Expert Patient Programme runs two workshops for carers which last two hours each. At the end of each workshop carers are invited to stay for refreshments and share information. The workshops cover:
  - Mental Health and Wellbeing
  - Physical Health and Wellbeing
- Carers training has also been developed specifically tailored for Podiatry and Haematology departments within Cardiff and Vale UHB.

## Information Framework

The provision of the right information, in the right format, in the right place and at the right time is an essential component of the support that carers need. With the introduction of the Social Services and Wellbeing Act (Wales) 2014 statutory organisations now have a legal requirement to provide patients and their carers with information that is relevant and easy to access. Using the carers leaflet racks on all wards and outpatient departments, the information and support centres in University Hospital of Wales and University Hospital Llandough, Health Board internet pages and the GP Carers Accreditation Scheme, we are ensuring that our carers information is as easily accessible as it can be.

The Information and Support Centres provide an ongoing opportunity for communication with patients and carers. It is a chance for us to talk to carers, hear them and ensure we are providing the information that they require.

### Year Three: Progress

- With our partners in the Local Authorities and Third Sector, the A-Z Directory of Services for Carers and the Carers Handbook have been updated. Both have been given a corporate look, continuing the carers partnership look and feel, to make them easily recognisable.
- The Information and Support Centres continue to be a great source of information for patients, carers and staff.

### In 2015/2016;

- University Hospital of Wales received 2,145 visitors
- University Hospital Llandough received 1,860 visitors

In March 2016 the Information and Support Centre in University Hospital Llandough moved to its new venue in the Hospital's Plaza entrance.



*UHL Information and Support Centre*



*UHL Information and Support Centre Quiet Room*

- Once again carers was included in the top ten enquires list for University Hospital Llandough Information and Support Centre in 2015/16. This has provided staff and volunteers, supporting the Centre the opportunity to signpost carers and offer advice and support.

the local population to ensure that the information provided in the new Centre meets the needs of the surrounding communities. Engagement with relevant organisations, to support the Information and Support Centre, has begun.



*Barry Hospital Information and Support Centre Opening date yet to be confirmed*

Top Ten Enquiries		
1.	Hospital Directions	1311
2.	Other	353
3.	Practical Support	211
4.	Healthcare Services	99
5.	Carers	63
6.	Cancer	53
7.	Viewing the Centre	50
8.	Parking	47
9.	Diagnosis /Tests	41
10.	Psychological Support	38

*Table from UHL Information & Support Centre Report 2015-16*

- The Patient Experience Support Advisor is based at the Information and Support Centre weekly, allowing staff and carers to speak to a member of the team directly so they are able to signpost and support as appropriate.
- Following the success of the Information and Support Centre at the University Hospital Llandough a similar model will be adopted in Barry Hospital. The building has been developed and will be opening shortly. Surveys were undertaken with

## Case Study

A lady visited the Information and Support Centre whose elderly mother was an inpatient at University Hospital Llandough. She was concerned about what services would be available to meet her mother's complex needs on discharge. It was suggested that she could initially speak to the Ward Sister to establish if a social worker had been allocated to her mother. The telephone number of a Carer Support Officer (CSO) was provided and a 1:1 meeting arranged to discuss concerns. Information booklets were also provided so that the lady could take time to look through it at home which would possibly help with questions to ask at a later meeting. This lady was also concerned about her legal position if her mother had to go into a nursing home at any stage as she still lived with her. She was advised that she could also discuss this with CSO but if she wanted initial legal expertise that this could be done through Citizen Advice (CA). Times when CA held sessions at University Hospital Llandough were provided. The lady was happy to take things forward herself.

# Work stream progress

- GVS has continued to update the web-based Directory of Services for Carers, ensuring that new services are added and amendments made as necessary. GVS also produces a directory of services for older people, providing information on services that can be beneficial to both the carer and the person they care for.
- The Carer Support Officer worked from the Information and Support Centre at University Hospital Llandough on a Thursday afternoon and Friday morning and during that time has seen carers, resulting in support provision, and completed carers assessments. Feedback from carers about the support that the Carers Support Officer provided has been very positive.

*"I felt fully support by the carer support officer"*

*"She was excellent, very helpful"*

*LB was great, she said she was very busy and had to squeeze me in, but was able to sort out extra money and a carers card."*

- Cardiff and Vale Citizens Advice and Tenovus Cancer care provide a service at University Hospital of Wales. The organisations also provide drop-in and appointment sessions at the hospital, visiting wards and Outpatient clinics where requested, to provide welfare and benefit advice.
- The 'How are we Doing?' leaflet has been launched and distributed to over 100 areas including Wards, out-patient departments and other clinical areas as well as community settings. Once a patient has returned a form to the Patient Experience Team, the comments are fed back to the Manager for the area/department. Some managers are now actively encouraging staff to hand the leaflets out to patients as the feedback is being used at their Clinical Board meetings.

## Case Study

A carer has a child who has a disability and is claiming Disability Living Allowance. The carer felt that the child's condition had worsened and asked for a recalculation of her benefit, and was sent a form to complete. The form was completed and the carer was made aware that the whole benefit will be looked at again and it could change upwards or downwards or stop altogether. The carer was willing to take the risk. The situation was re-assessed and the result was there would be no change to the benefits. The client was still eligible for 'passport benefits' i.e. Carer's Allowance, Income Support and premiums with her benefit. The Citizens Advice Advisor is now helping the client to place an appeal as she feels that the award does not reflect the difficulties her child has.

## Feedback

Email extract from Speech and Language Therapy Manager.

Please see below a compliment received for our University Hospital Llandough Speech and Language Therapy service using the 'How are we doing' leaflets.

*"During my four week stay I received excellent treatment from a dedicated, professional group of nurses and doctors. Particular mention should be given to the SALT (Speech and Language Therapy) team at University Hospital Llandough, who despite limited resources provided an excellent timely service throughout my time in hospital and also as an outpatient."*

I would also encourage all staff to hand out the 'How are we doing' leaflets to patients either at initial or final contact, or at any time if you identify that the patient/carer would like to feed something back to our team. It may be a concern, a compliment, or just something practical that our patient would like to express.

- The Virtual Editorial Review Panel continues to give patients and carers the opportunity to comment on Patient Information before it is published. Panel members are required to have good literacy skills, a broad interest in health and in improving the quality of NHS patient information. During the period of the report the virtual panel had provided feedback for 17 documents, these have included areas such as Dental, Trauma Clinic and the Children’s Hospital for Wales.

“Many thanks to the panel, I will certainly use their suggestions. Exceptionally helpful”

- Over 200 dedicated carers leaflet racks are located in wards, out-patient departments and other clinical and community areas, which continue to be monitored. The Patient Experience Team along with volunteers ensure that the racks are fully stocked and contain the most relevant and up to date information.



Carers leaflet rack on Ward B5

- The Patient Information Folders were finalised and distributed to all wards during December 2015. The folders contain useful information for patients, carers and visitors on subjects such as, what they can expect while in hospital, hospital facilities and discharge processes. Due to the success of the In-patient information folders discussions are taking place on developing a version for Outpatient Departments.

## Carers Pathway

The Carers Measures Strategy recognises that early identification of carers is a key part of improving the provision of support and information for carers and is more likely to ensure that they are involved in decisions about those they care for. Clear pathways will support Cardiff and Vale University Health Board staff to do this.

However, it is recognised that the majority of first contacts with health services are with General Practice therefore positive steps have been taken to address this.

As part of the GP Carer Accreditation Scheme, practices are required to provide information for patients in a number of ways. This includes information and reminders on notice-boards and displays in waiting rooms, websites and patient information leaflets and identifying carers on new patient registration forms.

The work with GP carers champions continues and offers opportunities to share good practice, to influence practices to take replicate exemplars, and to develop a relationship between both areas of care and local authorities. GP carers champions are an expert resource within their practices and will be supported to be able to identify, support and signpost carers appropriately.

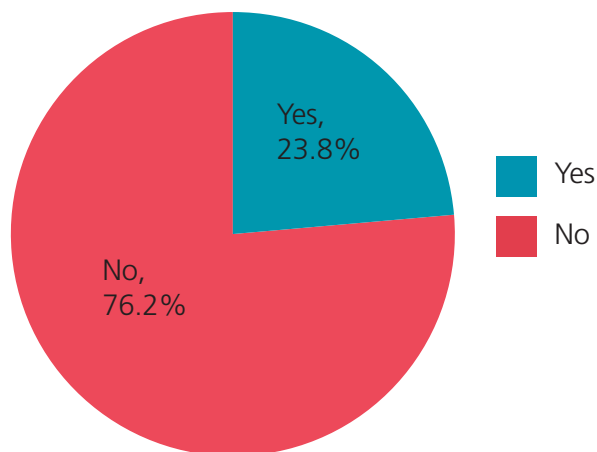
The Carer’s pathway, for staff to follow when the cared-for person is admitted to hospital, was developed in 2013. It describes the actions that clinical staff should take to identify, involve and provide information and support to carers at admission, during the hospital stay and at discharge. The pathway is currently being updated and discussions with young carers are taking place to ensure that any concerns they have are addressed.

## Year 3 Carers Pathways Progress

- After feedback from young carers the Carers Pathway document is being updated providing further guidance to staff in ensuring that carers, of all ages, have the opportunity to contribute to care planning and participate in discharge planning arrangements.
- It was highlighted in the staff carers survey which was undertaken in February 2016, that more work is needed to raise awareness of the Carers Pathway document. The document was first launched in 2013 but the survey indicates that additional work is needed to promote the carers process. However, it should also be noted that when asked if they were aware of the resources available for carers within the UHB and where to go 67.7% of staff were aware of the carers leaflet racks on the wards, over half were aware of both the UHBs intranet and internet pages and 36.8% of respondents were aware of the Information and Support Centres in UHW and UHL.

# Work stream progress

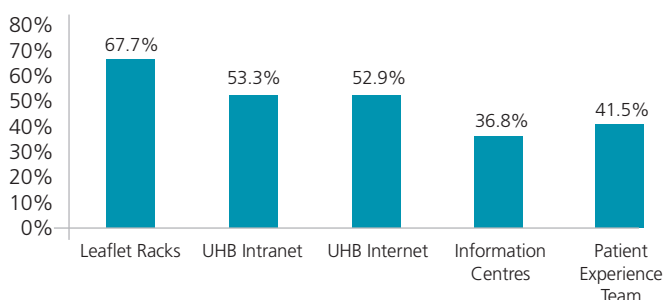
## Are you aware of the Health Boards Carer Pathway?



GP Carers Accreditation Scheme Carers Feedback forms

practices need to achieve to obtain accreditation for supporting carers and their families. The Bronze level largely focuses on carers' information, ensuring that GP surgeries are providing the most up to date relevant information.

## Are you aware of the Health Boards Carer Pathway?



- Cardiff and Vale UHB and Vale of Glamorgan Council have developed a GP Carer Accreditation Scheme. The scheme identifies the criteria that GP

- The bronze criteria was developed in partnership with Health, Local Authorities, Third Sector and carers themselves. During Carers week carers who attended the two events were asked to comment on the criteria and asked to make suggestions on what they would like to see included.

### Bronze Criteria:

- The Practice should have a named GP Carers' Champion and prominently and permanently display name of Surgery Carers' Champion(s) in Reception Area
- The Surgery must maintain a Carers' Register
- The Surgery will have a dedicated Carers area or carers' notice board displaying carers poster and carers services poster on the notice board or in a dedicated area and to ensure they are kept up to date
- Have stock of leaflets/information for carers, including Carer's Packs e.g. the Handbook, A-Z, Carers Emergency Card inc information about third sector services
- Make regular contact with Carers' Team to request leaflets/information in order to keep this information up-to-date
- Ensure all staff and patients are aware of and promote Carers' Week and Carers Rights Day
- Carers' Champion to attend meeting
- Where available Carers information and promotions to be included on any electronic displays at the Surgery



GP Carer Accreditation Scheme folder, Carers Handbook & Directory

- To date 15 surgeries across Cardiff and the Vale have achieved Bronze Level. The Patient Experience Support Advisor and the Vale of Glamorgan's Carers Development Officer are working with GP practices to ensure they meet the Bronze criteria.
- Development of the Silver Criteria for the scheme is near completion. The criteria is under revision due to the need to consider feed back from young carers.
- Active GP Carer Champions continue to work with Patient Experience Team and Carers Development Officer in the Vale of Glamorgan to raise awareness in their surgeries and are in regular contact ensuring they have up to date relevant information displayed.
- Work has commenced with Cardiff and Vale UHB Pharmacy to develop Bronze Criteria, based on GP Accreditation, for all pharmacies. Community Pharmacy Wales and Carers Trust ran a successful campaign to promote carers entitlement to free 'flu jabs during October 2015. A booklet, 'A Carers Guide to Managing Medicines' was produced.

## Young Carers

- 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. Results of the survey highlighted the support young carers felt they were receiving at the moment and any current gaps in service.
- In March 2016 young carers took part in a 'Thank You' event which was held in acknowledgement of all their caring roles. The event was planned in partnership with Vale of Glamorgan Council, Cardiff and Vale Youth Services and the young carers themselves. The day started with a presentation of the highlight findings from the young carers survey and a formal thank you to all



those that took part. A market place with stalls giving relevant information for carers was then available, along with a magician, photo booth, first aid demonstrations and music from young carers.

### Young Carers Event Agenda 2016

The afternoon included a series of creative workshops facilitated by CASCADE (Children's Social Care Research and Development Centre, Cardiff University) looking at how services for young carers could be improved. Some of the creative workshops included the following activities:

- Mapping Relationships – looking at who was giving the young carers the most support emotionally and physically.
- Timelines: When and where care happens – carers were asked to complete a daily timeline of their caring roles and how it fits into their everyday lives.
- The Supporting Wall – carers were asked to build a wall of paper bricks naming all those who help them in their caring role.
- Washing Line – carers wrote down what they most enjoy about caring and what they found challenging.



Young Carers Event City Hall 2016

# Work stream progress

A simple two question evaluation of the event was taken at the end of the day. Young carers were given a dot and asked to place it in the large circle. The closer the dot was to the centre, the more positive their feedback. All of the young carers felt that had been listened to at the event and the vast majority of them enjoyed all aspects of the day.



*Evaluation: Do you feel you have been listened to?*



*Evaluation: How much did you enjoy?*

Cascade collated the results from the surveys and creative workshops into the Young Carers Speak Out! Report. The report found that young carers felt that there was a lack of support and understanding concerning their caring role. It highlighted the fact that young carers within Cardiff and the Vale of Glamorgan are at risk of social difficulties and mental health problems. However, less than a third of carers are receiving professional support. The results from this report will feed into the UHBs overarching carers agenda moving forward, including raising awareness of young carers amongst Health Professionals.

- Further meetings of the young carers consultation steering group are ongoing, in order to ensure the findings are appropriately shared and inform future planning across health and social care.
- The Patient Experience Team and Carer Development Officer, in the Vale of Glamorgan, has made links with the Vale Healthy Schools team looking at ways in which they could raise awareness of young carers within school settings. Young Carers information has been shared via their twitter account.



## Conclusion

This report gives an account of the progress of work overseen by the Cardiff and Vale working group against the Interim Carers Action Plan 2015-2016.

## Expenditure and Financial Projection

The Cardiff and Vale partnership was allocated a total of £135,650 for 2015 - 2016. This comprised a main allocation of £123,850 and a Young Carers allocation of £11,800. The table below outlines the account expenditure for each work stream to date.

Work Stream	Spend to 31st March 2016
Partnership Framework	£51,800
Awareness Raising	£1,300
Education and Training	£38,000
Information Framework	£37,800
Carers Pathways	£28,000
Young Carers Total	£5,400
<b>Total</b>	<b>£137,100</b>

