

Carers Information and Consultation Strategy

Annual Progress Report - MAY 2017/18

Introduction

This document sets out the report for 2017/18 of the Cardiff and Vale University Health Board, Cardiff and the Vale of Glamorgan Local Authorities, Cardiff Third Sector Council (C3SC) and Glamorgan Voluntary Services (GVS), highlighting the progress made towards full 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, to embed the Act into general practice and support carers within Cardiff and the Vale.

As a requirement of the Social Services and Well-being (Wales) Act 2014 the Cardiff and Vale Public Health Team lead on the development of a population needs assessment. This work, assessing the care and support needs of our citizens in Cardiff and the Vale of Glamorgan, was undertaken between February 2016 and January 2017.

Through extensive consultation with the general population, via focus groups, interviews, workshops and surveys, eleven key care and support needs, for young and adult carers, were identified. They are outlined in the Cardiff and Vale of Glamorgan Area Plan for Care and Support Needs Shaping Our Future Well-being: 'Me, My Home, My Community' 2018-2023.

In addition, the Cardiff and Vale of Glamorgan Area Action Plan for Care and Support Needs 2018-2023 was developed. This clearly sets out the six priorities for supporting the needs of young and adult carers;

1. Identify and implement a carer engagement model based on best practice
2. Improve physical and emotional support for adult carers, including emergency and pre-planned respite

3. Involve carers, including young carers, in the planning of hospital admission and discharge if the person they care for is in hospital
4. Improve physical and emotional support for young carers, including emergency and pre-planned respite and reducing the risk of adverse childhood experiences
5. Provide easily accessible information to carers and relatives in a range of formats and languages, through existing information points, such as primary care and libraries
6. Raise awareness around caring and carers among the public and health and social care professionals, (e.g. adopting an approach similar to Making Every Contact Count), to ensure that carers are identified as early as possible and all involved are aware of their rights as a carer.

These actions are aligned to the Social Services and Well-being (Wales) Act 2014 which highlights obligations that each of the statutory organisations, in partnership with the third sector, should be working towards.

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

Background

Based on the 2011 census Cardiff and the Vale of Glamorgan have approximately 50,580 carers 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 in Cardiff and the Vale of Glamorgan is approximately 1579. However, the likelihood is that the actual figures for both adult and young carers are much higher than those recorded.

The 2017 'State of Caring Wales' report highlighted that within Wales 72% of carers felt undervalued even though their contribution is estimated to be worth £8.1 billion per year. The report suggests that too often carers become mentally and physically unwell due to a lack of access to practical support and breaks. Carers Wales Track the Act Survey is also suggesting that a year on from the implementation of the Social Services and Wellbeing (Wales) Act 2014 little has changed to improve the lives of carers across Wales.

It is clear that supporting our carers within Cardiff and the Vale of Glamorgan is a priority, ensuring they feel valued and their contribution is appreciated. Carer's leads from Cardiff and Vale University Health Board and Cardiff and Vale Local Authorities are working in partnership with the Third Sector Health and Social Care Facilitators in both Cardiff and the Vale of Glamorgan. The partnership working is being used to drive forward and oversee progress of the full implementation of the Social Services and Well-being (Wales) Act 2014, in relation to carers and their needs.

Work continues within the Health Board to identify carers as early as possible. Improving the support and

signposting given to carers whilst in our care and also looking at how we can improve the support given to ensure a seamless service.

Transitional funding has been provided for a second year by Welsh Government to facilitate partnership working in the full 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 phase two of two projects. The projects are looking into raising awareness of carers and improving information and support via schemes to develop support for young carers in schools and 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) (which has been stood down) and the Carers Officers Learning and Improvement Network (COLIN) identified four distinct areas of delivery for the transitional funding in 2017/18 which are illustrated below.

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

This report defines the collaborative work that has been undertaken.

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 continues to work collaboratively, to achieve its aims. This has ensured that work has progressed towards full 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. Wherever possible the views of carers are also sought and considered.

To provide oversight and governance and to ensure service and support are delivered in partnership across the region, a Carers workstream has been established under the remit of the Regional Partnership Board. This work stream will inform the ongoing development and delivery of the promoting and meeting the needs of carers (including young carers) and will support the process and practice changes required to enable their development across the region. It will enable the region to comply with the associated relevant duties: Part 2: General Functions & Overarching Duties; Part 3: Assessing the needs of individuals; Part 4: Meeting needs.

The following sets out the work being undertaken to strengthen partnership working at both a local and regional level utilising the transitional funding and or complementing the Carers Information and Consultation Strategy.

2016/17 Progress

Carers Engagement Project Phase 2 - Carers Trust South East Wales



In 2016 Cardiff and the Vale of Glamorgan Councils and Cardiff and Vale University Health Board commissioned Carers Trust South East Wales (CTSEW) to undertake a short project to research options to

establish a sustainable carer engagement framework or model.

It is generally understood that there is a clear gap in this area and although carers are more actively involved in decisions affecting the care and support of the person they care for, there is less opportunity for carers to be involved in the decision making process of both local authorities and health in general.

Following an extensive engagement with carers, professionals across all sectors and a carer's workshop in 2017 the development of a 'Carers Hub' was identified as the preferred model. The need for a 'one stop shop' approach was also identified by carers during the development of the Cardiff and Vale Population Needs Assessment and continues to be highlighted in feedback from carers. These findings are the basis of the second phase of the work by CTSEW which began in 2017. The project aims to achieve the following outcomes:

1. Work with Cardiff and the Vale Councils, UHB and Third Sector Councils to develop a proposal to provide a one stop shop facility
2. To form a task and finish 'Expert Panel' of carers to help inform planning and to provide a voice for carers during the project lifetime and beyond
3. Maintain a dialogue between groups who support carers in Cardiff and the Vale of Glamorgan, across all service areas (formal and informal) to facilitate their participation in consultation and engagement opportunities relevant to carers
4. Demonstrate linkages and contact with County Voluntary Councils (GVS and C3SC), the Community Health Council and other relevant representative bodies

The work is being overseen by a Steering Group consisting of Local Authorities, Cardiff and Vale University Health Board and Glamorgan Voluntary Services (GVS). They meet regularly with CTSEW who provide progress reports.

The Carer Engagement Service Partnership has worked together to develop proposals for a Carers Hub and Spoke service which includes a centralised point of contact via telephone and email (the hub) and outreach sessions (group or face to face) in community venues throughout Cardiff and the Vale (the spokes).

Progress

The Hub would also co-ordinate engagement with carers via the Carers Expert Panel. The proposal for revenue and capital funding was submitted to the Integrated Care Fund Programme Board in February 2018.

To date, six carers have joined the Carers Expert Panel and work is ongoing to encourage and support other carers to be involved. This will provide an effective mechanism for ongoing engagement and consultation with carers and will complement the proposed 'one stop shop' service.

Carers Accreditation project ,Young Carers in Schools Phase 2 – Carers Trust South East Wales:



In the autumn of 2016 Carers Trust South East Wales (CTSEW) were commissioned to ascertain the efficacy of a Young Carers in School scheme. This was recognised as a priority following

an extensive listening exercise with young carers, and subsequent publication in March 2016 of the 'Young Carers Speak Out' report. Many young carers had expressed 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.

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.

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.

Phase Two:

The second phase is focusing on working with the secondary schools across Cardiff and the Vale of Glamorgan who had expressed an interest in the Young Carers in Schools Award.

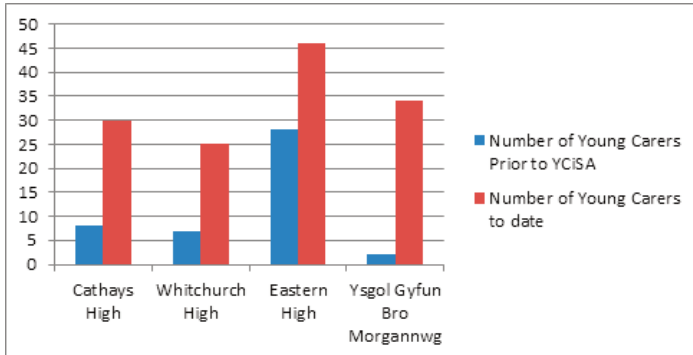
To date thirteen schools across Cardiff and the Vale are now working towards the award. A peer review panel consisting of young carers has been convened to undertake the assessments.

On 15th March 2018 Barry Comprehensive was the first school to achieve the first level of the accreditation and were subsequently awarded a plaque for display at the school. Ysgol Gyfun Gymraeg Bro Edern has also succeeded in achieving the award.



Carers from Barry Comprehensive receiving young Carers in Schools award

Many of the schools have found that since being involved in the award and raising awareness through information displayed around the school, presentations during form time and assemblies the number of young carers identified has increased.



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



In September 2016 Cardiff and the Vale of Glamorgan Councils and Cardiff and Vale University Health Board commissioned CTSEW to research 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, Local Authorities, Third Sector as well as Carers Trust Wales and Carer Trust South East Wales.

A Carers Development Worker was employed and engaged with the six teams nominated across Health, Social Care settings. They explored 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.

- 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

During consultations it was highlighted that there was genuine interest and enthusiasm in accreditation. However it was also felt that the Young Carers in Schools award was not directly transferable to Health and Social Care settings. Therefore a standalone Health and Social Care Accreditation was developed. Criteria for this accreditation are consistent with the Young Carers in Schools award and GP Carer Accreditation themes, with a slightly different focus.

Five areas across health and social settings, including Third Sector, have been identified for the pilot and meetings undertaken to explain the process and outline expectations.

- Trauma and Orthopaedics, Ward B6, University Hospital of Wales
- Haematology, Ward B4 University Hospital of Wales
- Rondel House, Barry
- Fairwater Day Centre, Cardiff
- Pedal Power

Due to competing priorities the Carers Development Worker has found progress to be slow, in some areas. However, Rondel House in Barry has completed their self-assessment on all three standards; bronze, silver and gold and submitted their evidence to the Carers Development Worker. Over the next few months their evidence will be checked and presented to the Expert Panel, which has been established through the engagement project, for peer review.

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 response to feedback from young carers and the findings from the 'Young Carers Speak Out' report, 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

Progress

YMCA Cardiff team. The Working Group developed the Young Carers Action Plan to address some of the issues raised by young carers, for example;

- Lack of awareness of their role
- Lack support with practical issues
- Lack of support maintaining their health and emotional well-being.

The plan was then taken consulted on by young carers to ensure that the actions included were relevant to their 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. 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.

A young carer was invited to speak at the Vale Youth Forum AGM to talk about their own situation and the impact of caring. The presentation raised awareness amongst the young people attending and has informed the Youth Forum Action Plan for 2018/19.

It is noted that Estyn will include a section on young carers as part of its questionnaire for schools and further education institutions from September 2018.

Care and Repair Carers Casework Service

In response to feedback from carers who highlighted issues around discharge and the delays, which can cause frustration, the Health Board and Local authorities funded a Carers Caseworker post with Care and Repair. The Carers Caseworker was designed to help particularly older carers to complete repairs, improvements and adaptations and offer support and advice.

The Caseworker was in post from March 2017 – September 2017 and visited 83 older people who were in a caring role. Referrals originated from various sources including self-referral, carer's events, Cardiff

Council Independent Living Services and GPs. During the home visit all clients received face to face support with the advice and support specifically tailored around their individual needs.

Some of the works that clients received through the scheme included:

- Stair lift installation
- Boiler service
- Smoke alarms installed
- Loop system fitted
- Replacement of windows
- Various rails fitted

Issues the caseworker was able to advise clients on included:

- Falls prevention
- Income maximisation
- Blue Badge parking
- Affordable warmth

Case Study

A couple attended a local carer's event and were signposted to the Carers Caseworker service. The couple contacted the service as they had windows in their kitchen that needed replacing. The husband had been involved in an accident many years previously which had forced him to take early retirement. This had meant that the couple were on a low income with no savings and not able to fund the works themselves. The Caseworker visited the couple to discuss their needs and also found that they were renting their washing machine and that the husband had difficulty accessing his rear garden as he was in a wheelchair.

The Caseworker successfully fund raised to purchase a new washing machine saving the couple £369 per annum. The three windows in the kitchen were replaced providing a warmer kitchen and increased the safety of the property. Additionally a portable ramping was purchased so that the husband could access the garden in his wheelchair.

Information and Support Centres

The three Information and Support Centres across Cardiff and Vale University Health Board continue to be a great resource, providing information for patients, carers and staff. As part of the development of services provided from the Centres the Macmillan Information and Support Facilitator has been strengthening partnership working with third sector and statutory organisations. Citizens Advice continues to provide a service in both University Hospital of Wales and University Hospital Llandough (since April 2017), available to patients, carers and staff. Currently the service in University Hospital Llandough runs an appointments only system. However due to its success, discussions are being undertaken around the possibility of an additional drop in session during the week.

Regular information sessions are also held by the Credit Union, Dinas Powys Voluntary Concern, Meals on Wheel and Carers Wales in the University Hospital Llandough Information and Support Centre. These organisations are providing advice on issues such as finance, connecting with services and carers rights to patients, carers, visitors and staff.

In addition to support and information given by the mentioned partner organisations a weekly 'knit and natter' group has been launched. Patients, their carers and members of the general public are invited to attend the session and socialise in an effort to reduce social isolation. The sessions have been running since June 2017 and are well attended. It has been noted that since the inception ten known carers have attended the group, along with the person they care for.



Macmillan Facilitator and Volunteer at Knit and Natter



Creating Opportunities for Third Sector to fully participate in delivery

It was clear from the 2016 Cardiff and Vale Population Needs assessment that our Third Sector partners are a trusted asset, when delivering services for carers. Carers have highlighted that they feel third sector organisations are generally 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 that our carers have a voice. The following highlights ways in which opportunities have been created at both a local and regional level.

2017/18 Progress

A) 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 development of the Cardiff and Vale

of Glamorgan Area Plan. The priorities for carers outlined in the Area Plan are based on the Population Needs Assessment and on feedback from carers, carers organisations and CSING.

CSING is facilitated by GVS, in liaison with C3SC, and has been meeting for over 10 years, beginning as a Vale group before expanding to Cardiff. It now has over 40 members. Over the last year there have been presentations from the YMCA Cardiff young carers' service in Cardiff and the Vale, and the Independent Living Service provided by Cardiff Council.

Carers Handbook and Carers Directory

The Carers Handbook was developed collaboratively. The format of the handbook is currently being updated to individual factsheets. The aim is to make it easier to read, more cost effective and carers can access elements relevant to their individual requirements.

Carers Factsheets



Carers Directory



Carers Week and Carers Rights Day 2017

During Carers week in June 2017 Cardiff and Vale UHB and the Local Authorities held a number of information events. The events included information stands held in both University Hospital Llandough and University Hospital of Wales. The Patient Experience Team was also invited to participate in an information session, hosted by third sector colleagues from Carers Wales, in Cardiff City Centre aiming to target working carers. Information displays were also located in Barry Library and Barry Hospital with a range of carers' information over the whole of Carers' Week.



Carers Wales Cardiff City Centre Event

The week also included two larger events across Cardiff and the Vale of Glamorgan. The first event was held by the Vale of Glamorgan Council, in partnership with organisations who support carers. Carers were invited to come down to the promenade on Barry Island waterfront to meet with the organisations, who were at hand to offer information, support and advice.



Vale Carer Development Officer at Vale of Glamorgan Event



Event Poster

The second was a feedback event held in conjunction with Carers Wales South East Trust (CWSET). The event was a chance for carers who had been involved in the CWSET engagement project to share their ideas on how they would like to be engaged with in the future. It also gave them a chance to highlight their priorities, as carers, moving the project forward. The event also showcased the local organisations that are available to support carers in their role.



Cardiff and Vale Health Board and Cardiff Adult Social Services teams at Cardiff Carers Feedback event, City Hall

The aim of all the events was to raise awareness of Carers and the caring roles and to provide information, sign posting and advice to carers. The week was also promoted through social media ensuring we reached as many carers as possible.



Carers Week Tweet



In November 2017, to celebrate Carers Rights Day, the Patient Experience Team joined by the Carers Lead from Cardiff Local Authority, hosted in a stand in UHW Concourse. In Barry the Vale's Carer Development Officer, joined by the Carers Wales South East Trust Engagement Officer, also held an information stand in the foyer of Asda.



Carers Rights Day Event, Asda Barry



Carers Rights Day Event, UHW

During the events carers and staff were signposted to sources of information and support as well as being offered practical advice.

Young Carers Awareness Day 2018

In January 2018 Young Carers Awareness Day was celebrated. The Patient Experience Team hosted a stand, in Concourse UHW, alongside the YMCA and the Vale held an information display in Barry Library. The aim was to raise awareness of young carers and the services that provide them support.



Young Carers Awareness Day Event with YMCA

Third Sector Keeping in Touch Event

The Health Board's Patient Experience Team, GVS and C3SC worked together to arrange a Keeping in Touch event held at the University Hospital Llandough in October 2017. This was focussed on third sector services for older people and for their carers. Over 20 third sector organisations had stands and the event was visited by over 140 health and social care staff. The event was successful in raising awareness of the range of third sector services available in the region and in supporting partnership working between the sectors.

Intermediate Care Fund

Since the Integrated 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 Integrated Care Funding to run small scale projects or try out new ideas. GVS managed the ICF Vale Third Sector Preventative Interventions Fund in 2017. Projects funded included one which supported people with an early dementia diagnosis and their carers to complete Lasting Powers of Attorney. GVS also managed the ICF Cardiff and Vale Third Sector Capital Investment Fund, in liaison with C3SC. Projects funded included enabling an organisation which supports people with a learning disability, and their carers, to provide a service in Llantwit Major.

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 Tenvous 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 Tenovus Cancer Care Support Worker met with a 17 year old who was having treatment for lymphoma. They were in full-time education but had to take a break as they had become unwell. The Tenovus Cancer Care Support Worker assisted the client to apply for personal independence payments and they were awarded the higher rates. The client's mother was unable to work due to her own ill health but was not eligible for any sickness benefits herself. However, as she was now caring for her child the Tenovus Cancer Care Support Worker was able to assist her with as application for Carers Allowance and referred her for financial advice in relation to a critical illness insurance policy.

Planning and delivery of Additional Requirements for Carers

Putting patients and carers at the centre of our services is at the heart of the Social Services and Well-being Act (Wales) 2014. In order to do this we have to ensure that we are providing carers with 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 'John's Campaign' and 'Read about Me.'

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.

Progress

2017/18 Progress

Health Board Staff Training and Awareness Sessions

The Health Board continues to provide 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 providing improved support for carers.

In addition the Patient Experience Team has been involved in two new training sessions. Due to the launch of Johns Campaign a training session has been developed, focusing on the implementation of John's Campaign onto the pilot wards, but also touching on general carers issues. The second session is part of the Education Forum for carers of people living with dementia, which is run by Solace.

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 **426** newly appointed Health Board staff, including Senior Medical staff, have undertaken the carer awareness session.

To date since 2012 - **2791** Health Board staff members have taken part in the awareness sessions.

This session has also led to the Patient Experience Support Advisor being able to support and advise a

new Mental Health Carers Training and support service being developed.

Email as a result of inductions

It was lovely to meet you at the induction yesterday. Your talk really piqued my interest because it is very relevant to my role. As I mentioned, I work in a new service and we are currently developing our provision for carers.

It would be really helpful to know about any services available for carers of my clients (people aged 14-25 with mental health difficulties) so we can signpost to these. Please could you forward any details of support groups, services (e.g. help with benefits) or written material relevant to this group? That would be hugely useful to help my team and I think about how best to support them.

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 usually 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. However, due to a

change of a number of staff in Learning, Education and Development the courses have not run as frequently over this period. From April 2017 to May 2018 **26** staff have taken part in the full training. To date since 2012 - **648** of staff have undertaken the hour long session.

These sessions have helped to develop relationships with the wider organisation, allowing the Patient Experience Team to be a source of information and support.

John's Campaign Training:

As part of the implementation of John's Campaign pilot, nominated staff in the pilot areas were given a training session with the aim to raise awareness of carer and the implementation of the Campaign. To date 15 staff members have undertaken this training. Three further sessions are due to take place, one with Senior Nurses within Clinical Gerontology and two are for one ward specifically who would like all their staff trained on the principles of John's Campaign.

Solace Education Forum

This year the Patient Experience Team has been invited to have regular sessions as part of the Education Forum that Solace run for carers of patients with dementia. These sessions have given the Patient Experience Support Advisor the opportunity to meet the carers and explain how the team can help them, by offering advice, information and signposting to other services.

To date three sessions have been delivered two in the Cardiff area and one in the Vale.

Parent Carer Stories for Service Evaluation

As part of the evaluation of the Community Child Health Complex Needs Service the Patient Experience Team were asked to undertake three parent carer stories. One filmed story and two written stories were produced. The stories formed part of the quarterly

evaluation reports for the service, providing valuable suggestions and learning about how Health and Social Services could make things better for parent carers.

Young Carers ID Cards

As part of the ongoing consultation with young carers it was suggested that young carers would like the ID Cards to identify themselves in schools. To undertake this work a task and finish group was established with the aim to pilot the ID card across in the Cardiff and Vale of Glamorgan. The aim of the task and finish group was to design an ID Card, develop a criteria for issuing of ID cards and some guidance for schools on what the card would mean for the young carer. For example, schools were asked to consider that the Young Carer:

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

The ID Cards are being piloted in three schools in both Cardiff and the Vale:

**Ysgol Bro Morgannwg
Barry Comprehensive
Llantwit Major
Cathays
Whitchurch
Llanishen**

Progress

Initially the pilot was set to run for one school term, however this was extended, to ensure a full evaluation of the feasibility and sustainability of such an ID card could be undertaken. As part of the evaluation two surveys will be developed, one for the young carers and another for teachers. This is to understand the impact of the ID Cards for both the young carers and the school in general. 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. Longer term goals for this initiative include identifying and negotiating 'benefits' to link to the card, incentives for young carers to sign up to having such a card, awareness/recognition of card (who and why), ongoing maintenance of the systems and administration, renewal process (annually etc.).

The Task and Finish group have noted a National Young Carer Card scheme is to be developed and consider this local work could feed into the all Wales scheme.

Read About Me Scheme



In October 2017 the new 'Read about Me' person-centred toolkit was launched. Its aim is to ensure continuity of care for people with a dementia or cognitive impairment throughout their journey. The

toolkit was created by health board Dementia Champions for staff to use allowing them to understand their patients and provide a better standard of care.

Patients are able to take the 'Read About Me' document with them wherever their journey takes them during their stay in hospital. This will allow all staff with whom they come into contact to have an understanding of the patient, and patients and their loved ones won't have to keep repeating their personal story.

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 copies of the Carers Directory, Carers Handbook and Carers Wales information. There is also a wide range of additional carer information from organisations such as Arthritis UK, Asbestos UK, Alzheimer's Society, Bi-polar UK and British Heart Foundation. Over the past year approximately 156 know carers have attended the three Centres receiving support, signposting services and advice—

In 2017 a Dementia Carers drop in session was established by the Dementia Care Advisors, in University Hospital Llandough Information and Support Centre. The sessions were run during the evening visiting time and the aim was to give carers of people living with dementia a safe place to discuss their issues and find out information on local support.



Early 2018, due to the layout of the hospital it was decided that the sessions would be better run closer to the Ward area they were targeting. Since April 2018 the sessions, although they continue to run, are being held on one of the Mental Health Services for Older People wards.

The Information and Support Centres are a valuable way to engage with carers listening to their issues and discussing their information needs.

Engagement Events and Awareness Raising

The latest 'State of Caring Wales' (2017) report recommends that in order to promote carers' health and well-being a more 'Carer Friendly NHS' needs to be adopted. This is by increasing efforts to identify carers and ensuring that they are signposted to appropriate support. The Carers UK report, 'Missing Out; the Identification Challenge' (2016) highlights that although during the last 10 years carers are identified sooner than previously; society still has a way to go.

The report states that 54% of adult carers took over a year to identify and 24% took over 5 years. Therefore it is vital that the staff members in both Health and Social Care settings are able to identify carers as early as possible and provide them with up to date and relevant information.

As with the Information Centres the Community Engagement events allow us to raise awareness of carers and their roles as well as offer carers practical advice and signpost to sources of information and support.



World Mental Health Day, Diverse Cymru Event



World Kindness Day Event, Concourse UHW

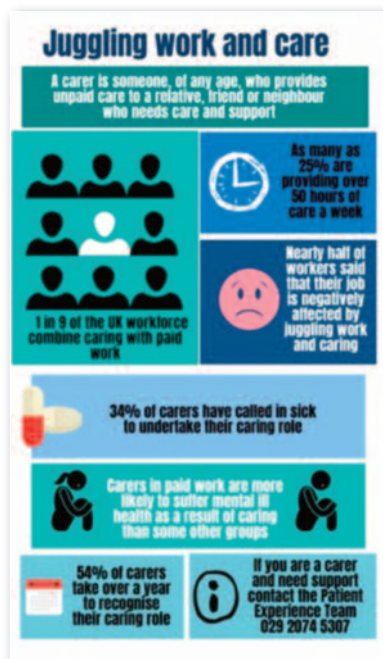
Between May 2017 and May 2018 the Patient Experience Team have attended and provided information at eleven community events across Cardiff and the Vale and hosted seven events across the Cardiff and Vale University Health Board sites. This is in addition to the events run by both the Local Authorities.

Information has been provided to carers and staff from various organisations on carer's 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 have access to our Information and Support Centres. It also allows us to provide relevant information to carers within their community; making it more accessible to all.

Staff Carers

This year has seen a focus on supporting staff carers within Cardiff and Vale University Health Board. We know from the 'State of Caring Wales' 2017 that one in nine of the UK's workforce, combines undertaking paid work with caring for a loved one. We understand that carers need to be supported while in work so that they can continue to work if they wish. The Patient Experience Support Advisor has met with Workforce and Development Leads, within the Health Board, to raise awareness of working carers. Information was provided and discussions took place on how processes, such as Return to Work interviews can be used to identify carers and offer support.

Progress



Working Carers Pictograph

In addition a staff carers page has been developed on the Health Board website to provide information on the policies and procedures in place to support them on their caring role.

2017/18 Progress

GP Carer Accreditation Scheme

The GP Accreditation scheme was collaboratively developed during 2015. It was recognised that for many carers, GP Practices are often the first point of contact, in developing relationships and providing resources and signposting opportunities.

As part of the scheme GP Practices are asked to nominate a carers champion to liaise 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 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.

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. Cardiff and the Vale of Glamorgan, in partnership with both local authorities and third sector organisations, 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.

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.



Gaynor Jones, Carers Champion, next to carers Board in Birchgrove Surgery

Since its inception there are 26 GP practices, currently compliant with bronze criteria and a further 8 surgeries, across Cardiff and the Vale of Glamorgan, are engaged with the scheme. In May this year Birchgrove Surgery, in Cardiff, was the first GP Practice to be achieve the silver level award.

Due to the success of the GP Carers Accreditation Scheme a similar scheme for Community Pharmacists is in the final stages of development. The bronze criteria used for GP Surgeries has been amended to suit the Pharmacy environment. Information about carers and a questionnaire will be sent to Pharmacies across Cardiff and Vale, during Carers Week, to gain an understanding of the support already being provided to carers in Community Pharmacies.

Johns Campaign



In February 2018 the Health Board launched a pilot whereby the principles of John's Campaign are being trialled in seven areas, across three Clinical Boards, at four of the Health Board sites.

Prior to the pilot working a Steering Group was established made up of senior staff representing the Clinical Boards. The group undertook a scoping exercise across Clinical Boards to ascertain current practice.

Extensive consultation was then undertaken with colleagues both internal and external to the organisation, including carers, Carers Support and Information Networking Group (CSING), Hafal and Solace.

Following the consultation a poster incorporating 'Four P's' was co-produced; ensuring the principles adopted were affiliated to the 'Social Services and Wellbeing (Wales) Act 2014'. The elements are;

1. **Priority** – early identification of carers
2. **Principles** – ensuring a carer voice, and that they are informed and communicated with
3. **Our Promises** - that carers are welcome and that they can continue their caring role if they wish e.g. in mealtimes, personal care and medicines management
4. **Please** – respect other patients privacy, ward issues and tell us if you need our help and support

Two staff members, a registered nurse and a healthcare support worker have been identified as Carers Support leads within the clinical areas. In addition it was ensured that this initiative aligned and works in collaboration with our other Health Board agendas, for example, the 'Read about Me' toolkit, the 'Promoting Independence' agenda, the Model Ward and work being undertaken regarding a 'carer agreement'.



John's Campaign Champions at February Launch

This campaign will allow early identification of carers, help us understand their carer experience and will improve the knowledge base of staff. It will be evaluated, reviewed and then a wider discussion undertaken regarding further roll out across the Health Board.

Carers Procedure and Agreement

Work is currently underway to develop a procedure for staff to give them guidance on paid and unpaid carers continuing their caring role when the person they care for is in hospital. The document, developed by Nurse Advisor for Standards & Professional Practice, is currently under consultation and has been created in line with the principles of John's Campaign.

To complement this document a 'carers agreement' is also being developed. For those carers who wish to continue their caring role the 'agreement' will be completed setting out the involvement of the carers. This ensures that all staff, as well as the carer, understands the level of involvement in the care the carer wishes to be part of. Understanding that carers' circumstances may change this will be a live document, and regular discussions with the carer will take place,

and the agreement will be amended as necessary. It is important that carers are not made to feel that they have to be involved or guilty when they do not wish to. Therefore, the document clearly states that there is no expectation on carers to continue their caring role, however, if they wish to do so we will be there to support them.

Carers Trust Projects

As discussed prior CTSEW have been commissioned to undertake two projects. Each of the projects have drawn from good practice not only locally, but from across Wales and the UK as a whole. The findings will help inform and improve practice across health and social care settings.

Showcasing Carer Information and Raising Awareness

Nurses on Ward B4 Haematology continue to actively support carers. They appreciate and understand their importance and the role they play in looking after someone who has cancer. From their interactions with carers they noted that they were often put the well-being and needs of the person that they care for above their own, and wanted to address this.



Jo Gill, Specialist Nurse and Jane Penny, Senior Nurse at Staff Recognition Awards

In September 2017 they decided, supported by the Patient Experience Team, to hold information and support sessions for carers. The first session was held in the ward staff room, at evening visiting, to make it as easily accessible to carers as possible. Carers were invited to just drop in for as little or long as they liked, for a cuppa, cake and chat.

After the session carers fed back that they appreciated being able to take some time for themselves and speak to other carers. It also meant a lot to them that someone was taking the time to find out how they were and what they needed. The success of the first session has meant they have continued to run, bi-monthly, ensuring their carers feel valued and supported at a very difficult time.

Great idea for the coffee and cake! A chance to discuss issues and seek reassurance from those with expertise & experience. A valuable experience to share concerns with others.

Everybody has been fantastic and helpful, made me feel much better on my outlook on cancer. I will come again.

The staff were recognised for this initiative and were shortlisted for a Staff Recognition Award for the work they had been doing with carers, highlighting the good practice to other areas. Since these sessions commenced an additional three areas have expressed an interest in facilitating a similar programme.

Progress

Conclusion

This report illustrates progress during 2017/18, which has been overseen by the Cardiff and Vale working group in the implementation of the Social Services and Well-being Act (Wales) 2014. It highlights new initiatives as well as ongoing progress in multiple areas, supporting young carers, as well as adult and parent carers.

Expenditure and Financial Projection

Carer accreditation scheme in Cardiff and the Vale of Glamorgan (Phase 2)	Carers trust South East Wales	£73920
Carer Engagement Service in Cardiff and the Vale of Glamorgan (Phase	Carers trust South East Wales	£44385
To support discharges for patients	Care and Repair	150000
	Total	133305

