

# Gwerthfawrogi Gofalwyr Valuing Carers



Mesur Strategaethau ar gyfer Gofalwyr (Cymru)  
Partneriaeth Gofalwyr Abertawe Bro Morgannwg  
Strategaeth Gwybodaeth ac Ymgynghori i Ofalwyr • 2013 - 2016

Carers Strategies (Wales) Measure  
Abertawe Bro Morgannwg Carers Partnership  
Carers Information and Consultation Strategy • 2013 - 2016



**ANNUAL REPORT 2014 -2015**

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## INTRODUCTION

The purpose of this report is to demonstrate progress on the implementation of *Valuing Carers*, the ABMU (Abertawe Bro Morgannwg University Health Board) Carers Partnership Carers Information and Consultation Strategy 2013 – 2016. This strategy has been produced in response to the statutory requirement outlined in the Carers Strategies (Wales) Measure 2010 for NHS and Local Authorities in Wales to work in partnership to prepare an Information and Consultation Strategy for Carers. A full copy of the strategy document can be found at [www.wales.nhs.uk/sitesplus/863/opendoc/215288](http://www.wales.nhs.uk/sitesplus/863/opendoc/215288).

This report provides an update on the activities undertaken in 2013/14 and 2014/15 by ABMU and its partners to meet the *Expected Outcomes* in the *Valuing Carers* action plan. The Welsh Government Annual report template has been completed for 2014/15 and is an appendix to this report.

### OVERVIEW OF THE CARERS STRATEGIES (WALES) MEASURE 2010

The purpose of the Carers Measure was to enable the Wales Government to introduce new legal duties on the NHS and Local Authorities in Wales to work together and in consultation with Carers to prepare, publish and implement a joint Carers Information and Consultation Strategy. The Measure covers all Local Authority and NHS service provision in Wales whether these are directly provided or provided by others. The Measure is not targeted at any specific age group. It encompasses Carers of all ages, including Young Carers (under the age of 18) and Young Adult Carers. The overall intention of the Measure is to improve the lives of Carers in the following key areas:

- Develop local information strategies that will ensure Carers get "appropriate information and advice"
- Actively engage with and involve Carers when making decisions about the provision of services to or for Carers or the person cared for
- Consult about the planning, commissioning and delivery of local services that affect Carers or the people they look after
- The partnerships will not only be with social services in the Local Authority but also include other areas, such as housing, education, leisure etc, and the Third and private sectors

## 1. BACKGROUND

The *Valuing Carers* - ABMU Carers Partnership Carers Information and Consultation Strategy 2013 – 2016 was produced in partnership between ABMU Health Board, Bridgend County Borough Council, Neath Port Talbot County Borough Council, City and County of Swansea Council, the Carers Services in each area, Third Sector organisations and Carers themselves. The purpose of this strategy is to ensure ABMU Health Board and its Local Authority partners working together to inform and consult with Carers when they access health and Local Authority services. The Health Board has the responsibility for publishing this strategy and both the Health Board and Local Authorities have the responsibility for putting it into action; additionally, they recognise that they cannot achieve the outcomes set out in the strategy without the input and support from the Carers Services established in Bridgend, Neath Port Talbot and Swansea. The role Carers Services and Carer representative organisations play in supporting Carers is valued and is captured in the strategy. The *Valuing Carers* strategy and action plan covers a three year period and runs from 1st April 2013 to 31st March 2016.

### **Valuing Carers - VISION**

*Our vision is that all Carers, irrespective of age and situation, should be supported throughout their time as a Carer, given information when they need it and in a way which meets their needs and be full partners in the planning and provision of care and support for those they care for. This needs to recognise that Carers' needs will change over time, as will their own health status and the level of support they may require to continue in their caring role. Providing this level of flexibility in provision of information and services will be a significant challenge for all services and individuals involved, and will require real culture and attitudinal change across organisations. Accordingly this Strategy and the underpinning action plan concentrates on a wide range of training and awareness raising activities for staff across organisations as being the most powerful and proven way of changing behaviours.*

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### **Valuing Carers - AIMS**

*A1 - All relevant information is available to Carers of all ages in the ABMU area. The information is up-to-date and available at the right time and in the right place.*

*A2 - All staff in health (including GPs) and social care that come into contact with Carers can identify Carers, recognise their needs, provide them with appropriate information and signpost them to relevant services.*

*A3 - Carers are engaged and consulted regarding any decisions made during their journey through health and social care services that affect them or the person they care for.*

*A4 - Once identified, all eligible Carers are offered a Carers Assessment (and assessed as Child in Need if a Young Carer), ensuring their needs are addressed. The assessment is not a one-off event, but should be reviewed regularly and the continuing support for the Carer should be monitored.*

*A5 - A Carers Partnership exists between ABMU Health Board, Bridgend County Borough Council, Neath Port Talbot County Borough Council, City and County of Swansea Council, Carers Services in each area, Third Sector organisations and Carers themselves.*

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## **2. CARERS IN THE ABMU AREA**

A Carer is defined in the Carers Strategies (Wales) Measure 2010 as an individual, whether an adult or a child, who provides or intends to provide a substantial amount of care on a regular basis for—

- (a) a child who is disabled within the meaning of Part 3 of the Children Act 1989, or*
- (b) an individual aged 18 or over.*

This can be someone who has the responsibility for providing or arranging care for someone else who, because of a long term condition, mental illness, disability, old age or substance misuse is not able to care for themselves. Carers' circumstances vary enormously, as can the type of support they provide, which might be practical, emotional or financial in nature. Carers are individuals who may not see themselves as Carers, but see themselves above all as a parent, child, wife, husband, partner, friend or neighbour. Many Carers undertake a caring role as well as working, attending school or raising their own families. In addition to caring, Carers may also have to deal with other challenges in their lives, for example, they may have a disability themselves, they may be a parent Carer or Carer for a person with mental health problems, they may be trying to balance work, studying and caring. The Carer does not have to live with the person they care for to be considered a Carer and the care they provide is unpaid.

Carers are a diverse group of people and have different needs and demands on their time. Carers come from all walks of life; they can be any age, any gender, and from any culture.

The area served by the ABMU Health Board covers three local authorities, Bridgend, Neath Port Talbot and Swansea, with a combined population of approximately 540,000. According to the 2011 Census 17,919 residents in Bridgend are Carers, 20,365 in Neath Port Talbot and 30,349 in the Swansea. In total of 68,633 or 13% of the ABM population are Carers.

### 3. ABMU CARERS PARTNERSHIP GROUP

ABMU Carers Partnership Group meets quarterly to oversee the Implementation of the *Valuing Carers* Information and Consultation Strategy. The group is chaired by the Locality Director ABMU and the Group Manager Mental Health Wellbeing Bridgend County Borough Council and comprises, the Local Authority Officers /Carers Lead, Locality Planning and Partnership Managers, and Locality Planning and Partnership Support Managers, ABMU Programme Manager Mental Health, ABMU Carers Champion, Managers of Swansea, Bridgend and Neath Port Talbot Carers Services, NPT CVS Health and Well-being Facilitator, SCVS Health and Well-being Facilitator.

Four subgroups comprise of members of the ABMU Carers Partnership group and representatives from other NHS and local authority departments/ sections, third sector and other partners. The subgroups provide direction and oversight for the following work streams:

- Training
- Young Carers
- Mental Health
- Performance and Finance

### 4. FUNDING

Welsh Government made funding available to Health Boards in Wales to support local implementation of the Carers Strategies (Wales) Measure 2010; the allocation for ABMU in 2014/15 was £176,400. ABMU Carers Partnership allocated each locality a percentage of the funding to deliver activities in line with the action plan in the *Valuing Carers* Strategy. In 2014/15 Neath Port Talbot locality received £ 52,532, Bridgend locality, £52,530 and Swansea locality £71,339. Responsibility for allocation, control



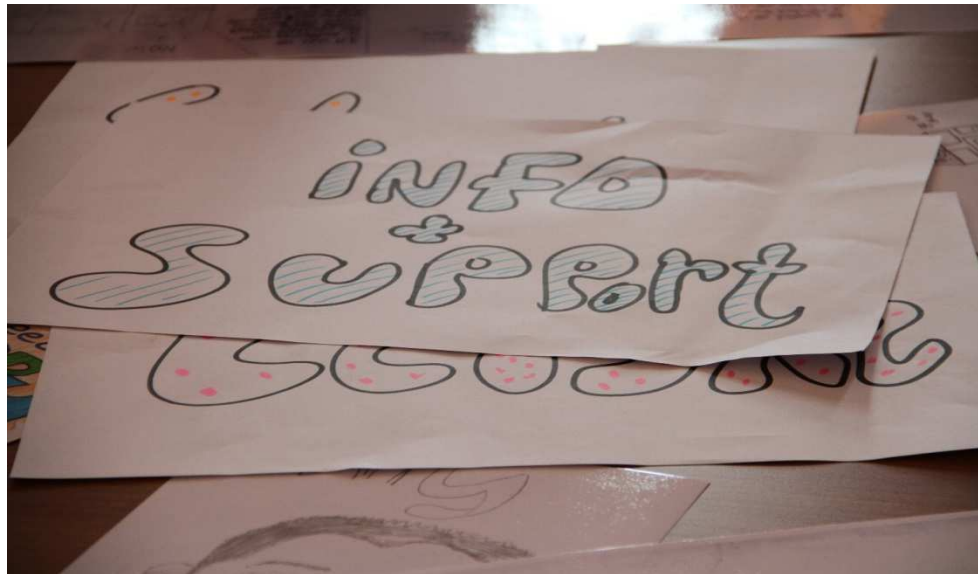
and monitoring of funding is taken by ABMU Carers Partnership group and its Finance and Performance subgroup. A breakdown of funding received and spend during 2014/15 can be found in Appendix B at the end of this report.

## 5. KEY ACTIVITIES YEAR 1 – 2013/14

An outline of key activities which took place in year 1 of the *Valuing Carers* Strategy is presented below. Reference is made to strategic aims which can be found on page 4 of this report.

### KEY ACTIVITIES - ABMU CARERS PARTNERSHIP

These are activities which have been undertaken in partnership by ABMU Carers Partnership member organisations and have taken place over the ABMU footprint.



**Listening to Young Carers.** ABMU Health Board funded an arts residential for Young Carers from across Swansea, Neath Port Talbot and Bridgend which took place during February 2014 half-term at the Urdd Centre, Cardiff. The purpose of the residential was for Young Carers to explore different creative ways of describing what life is like for them, including the issues and challenges they face. One way this was achieved by the production of a short film. The Young Carers used the film to convey the message that they were children and young people too, and that their caring roles left them little time to be children.

Following the Young Carers residential, conferences were organised for professionals in each locality to relay the key messages from the Young Carers.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

- **Radio advert campaign with the strap line “You care for them But who cares for you?”** was run for 1 week commencing 24<sup>th</sup> March 2014 on Swansea Sound, the Wave and Bridge FM. The aim was to raise Carers’ and the public’s awareness of the ABMU Carers Partnership and of services across ABMU, particularly of the local Carers Services.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*
- **Production of promotional material for Health, Social Care and 3<sup>rd</sup> Sector Staff.** As Lanyards are no longer provided by many organisations a stock was produced with the strap line **‘Valuing Carers – Think Unpaid Carers’**. These were made available to staff across the Partnership, 3<sup>rd</sup> sector and other organisations. The campaign was supported by a bilingual flyer plus information pop ups.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A3 & A5*
- **Work was undertaken to design and produce a Carers Resource packs** for use within Health Board's hospitals.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1, A2 & A4*
- **The Carers Aware e-learning package was piloted** with staff from ABMU, City and County of Swansea Council, Neath Port Talbot County Borough Council and Bridgend County Borough Council.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A2*
- **Mental Health Information event for Carers.** In collaboration with MIND a mental health event for Carers was held on 5th September, 115 people attended. As a result a Carer who spoke has been invited to be part of training with ABMU; the manager of the Carers Service has been invited to provide a raising awareness session to the Mental Health Directorate Board.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*





- **Young Carers Information Booklet** was reproduced with a 'local edition' for each of the three areas. The bilingual booklet aimed to help children and young people recognise whether they were Young Carers and provided information about children's rights, dealing with bullying, managing school, college and training and where to go for help and support.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

*Cover of Neath Port Talbot Young Carers Information Booklet*

## KEY ACTIVITIES - NEATH PORT TALBOT LOCALITY

- **Pilot Project - NPT Carers Service embedded a Carers Support worker with NHS staff in NPT Hospital Elderly Day Unit (EDU) to target Carers of patients.** This resulted in Carers of patients having access to right information at the right time; raised staff awareness; Carers information packs being made available at all waiting areas of the EDU, OPD and MIU and replenished regularly. Outreach to EDU has been absorbed by the Carers Service as a part of its regular outreach sessions and has been extended to the Minor Injuries Unit (MIU)

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A3*

- **Pilot Project - NPT Carers Service have co-located a Support Worker with Neath Port Talbot Community Resource Team (CRT).** The Support Worker's role is to provide information to Carers; advice and support on benefit entitlements to Carers; arrange or carry out Carers assessments; provide emotional support to Carers; signposting Carers to other third sector organisations; encourage Carers participation in social support network; assist with arrange breaks from caring etc. As at 18<sup>th</sup>

September 2014, **63 referrals** were made. The referrals have come from the Social Work team, ACT CRT, Occupational Therapy, Physiotherapy Teams, and the Gateway Team.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1, A2, A3, A4*

- **NPTCVS set up a Carers Forum** to ensure Carers' engagement in implementing the *Valuing Carers* Strategy and to ensure dissemination of information relevant to Carers. Replacement care and transportation for Carers to attend meetings and consultations was made available. Meetings took place on 10th October 2013, 23rd January and 25th March 2014. A questionnaire was circulated to the Forum mailing list seeking views on how to engage with Carers.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A3*

- **NPT Carers Service conducted a Survey.** In order to understand the local information needs of Carers in NPT, a questionnaire was circulated to 1730 Carers on the Carers Service database.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1*

- **Research on information needs of Carers who can be 'hard to reach'** - A contribution has been made to support the Carers Service BME/Mental Health/ Substance Misuse/Young Adult Carers post to carry out research on information needs of their clients.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1*

- **Information event for Carers from Black Minority Ethnic Community (BME).** A BME event was held on 8th October to raise awareness in all BME communities about Carers and support available. This was done in partnership with the Swansea Bay Regional Equality Council, Advocacy Worker.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

## KEY ACTIVITIES – BRIDGEND LOCALITY

- **A Carers Conference - Measure One Year On** was held on February 2014. It was attended by 58 Carers, 5 Young Carers and 58 professionals.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1, A2 & A3*

- **Awareness raising talks** have been given to professionals and information provided within 19 GP Practices and Princess of Wales Hospital. A Secondary Care Project commenced at Princess of Wales Hospital to raise awareness of Carers to all staff and selected wards, identify Carers and signpost for appropriate advice and support. Information was distributed throughout the

hospital, Pendre Day Unit, Children's Unit, Y Bwythin, Outpatients, and selected wards. Strong links made with Discharge Team and Patient Advice Liaison Service.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1, A2 & A3*

- **Carers Information.** Bridgend Carers Centre packs including leaflets, newsletters, Emergency Card Leaflets and Macmillan Family Information leaflets have been reprinted to meet increased demand for information.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1*

- **Carers Emergency Card** information has been printed on Princess of Wales Hospital Out Patients appointment cards.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

- **To mark Carers Week 2013**, and with the aim to inform the general public, raise the profile of Carers and the services available to them in the locality ten information stands were staffed by organisations that support Carers. The stands were situated in at Market Place, Bridgend Town Centre.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

- **Funding was provided to organisations** (Hafal and the Stroke Association) within the Bridgend Carers Alliance to enable them to purchase information boards and other materials which could be used to raise Carer awareness and provide information.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1*

- **Raising Awareness of Young Carers** was carried out by Action for Children with presentations to 2205 young people in Bridgend Schools. In addition a Young Carers DVD was produced specifically for schools. Funding was made available to Action for Children to increase capacity to provide information to Young Carers.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

- **Welfare Benefit Advice sessions** – Diverse Cymru were commissioned to provide 12 additional welfare benefits advice sessions which were delivered on a fortnightly basis. Welfare Reform sessions were held at Bridgend Carers Centre in March 2013 and 2014.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1*

- **Additional Staff training on Carers Assessment.** BCBC purchased an e-learning package on Carers Assessment which it promoted with Social Services Staff. The aim of the training was to provide information about Carers rights to assessment etc.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1, A2 & A4*

## KEY ACTIVITIES – SWANSEA LOCALITY

- **Identifying Gaps in Information for Mental Health Carers** -- Two focus groups were held with mental health Carers, at Swansea Carers Centre and Hazel Court. A report was produced which outlined the feedback received from the two events. Carers can access the Swansea Carers Centre Carers mental health support group for information and assistance.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2, A3*
- **Carers Awareness training** has been delivered by Swansea Carers Centre to the following groups and organisations in the Swansea locality - Community Connectors, Carers Planning, Social Workers, Primary Care staff, Spark centre, Patient and Carer Experience Forum, Contact a Family, Dementia Support Group, Swansea Disabled Christian Fellowship, Mental Health Forum, Mencap, Health Social Care and Wellbeing Group, Community Resource Team, Norton Lodge, Local Authority staff, GP Surgeries, Transition group/Roadshow, Clydach Health Centre, Local Churches, Interplay, All Wales Forum, Facing the Challenge, Stepping Stones, Cwmbwrla Day Centre, DVLA, Land Registry and Inland Revenue.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1, A2, A3*
- **Hearing the voices of Carers** – Swansea Carers Centre have arranged a number of creative sessions where Carers have had the opportunity to share their experiences, these include creative writing sessions. Carers presented their poetry in a booklet published by Swansea Carers Centre. Seven Carers also participated in a digital story project. The resulting DVD, presented at Carers Rights Day 2014 has also been used as part of presentations to stakeholders on Carers awareness, Social Services, researchers at Swansea University and have been shown to trustees, staff and Carers as well as other stakeholders.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A2*
- **Young Carers Awareness raising** – A Young Carers event for professionals was held in the Liberty Stadium on March 2014. This event was well attended and well received and as result a number of organisations in Swansea are changing their current practices to ensure that they are more Young Carer aware and better able to support Young Carers.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A2& A3*
- **Hearing the voices of Young Carers** – SNPT Crossroads Care Young Carers project held sessions with children and young people to scope their training needs with the aim of developing specific ways to help them cope.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*
- **Online information for Young Carers** - SNPT Crossroads Care Young Carers project reviewed their existing Social media resources for Young Carers and planned a redesign of existing Young Carers project website.  
*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1*



- **Emergency Card** – an emergency card for all Carers was produced, publicised and distributed. The purpose of the card is to inform those providing assistance to the Carer in unforeseen circumstance e.g. an accident that they have caring responsibilities. The aim is to provide piece of mind to Carers and the cared for.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A1 & A2*

- **Carers Information Packs for Social Workers** were produced to provide information whilst they are carrying out their assessments and following the undertaking of Carers Awareness training. Around 65 packs were distributed each month in line with the approximate number of Carers Assessments.

*During 2013/14 this activity contributed to Valuing Carers Strategy Aims: A2 & A3, A4*



## 6. SUMMARY KEY ACTIVITIES YEAR 2 – 2014/15

A detailed outline of activities undertaken during 2014/15 towards the Expected Outcomes from the *Valuing Carers* Action plan can be seen in Appendix A.

*AIM - All relevant information is available to Carers of all ages in the ABMU area. The information is up-to-date and available at the right time and in the right place.*



Once again the Carers Centres in Swansea and Bridgend and the Carers Service in Neath Port Talbot have been at the forefront of providing information and support to Carers in their localities. They have delivered information through leaflets, newsletters, coffee mornings and events to a broad range of Carers. In partnership with other organisations such as EYST, Swansea Bay Regional Equality Council and Port Talbot Tigers they have identified and supported Carers from Black Minority Ethnic Communities in the ABMU area. They have also been working with other Carers who are 'harder to reach' such as Young Adult Carers, and Carers of people who have mental health or substance misuse issues.

Action has been taken in response to Carers comments on where Carers information should be placed. Leaflets for Carers can be found throughout ABMU at hospitals, GP's surgeries, pharmacies, out patients clinics. They are also available through Social Services and other Local Authority departments such as civic centres, leisure and community centres and libraries. The Carers Centres and Service regularly have information stands at events, and community venues such as shopping centres.

*Bridgend Carers Centre staff with information stand during Carers Week*



Bilingual Information for Young Carers has been made available to schools in the area in the form of a poster which outlines where children and young people who have caring responsibilities may go for further information, help and support.

Young Carers in South Wales including members of Swansea Bay Carers Trust Young Carers project have developed a board game to be used at PSE lessons. The game aims to highlight to pupils some of the challenges Young Carers face on a daily basis. Through the Carers Measure funding it has been possible to purchase the games to be used in secondary schools in Swansea, Bridgend and Neath Port Talbot.

Information poster for Young Carers – Swansea locality

*AIM - All staff in health (including GPs) and social care that come into contact with Carers can identify Carers, recognise their needs, provide them with appropriate information and signpost them to relevant services.*

During 2014 -15 a range of activities took place to raise awareness of Carers issues, and sources of support. This includes approximately 1200 ABMU and Bridgend County Borough Council staff who have completed the Carer Aware e-learning. The Carer Awareness Manager in Swansea Carers Centre has been working with GP practices, Practice Managers and Key Staff across Swansea to promote Carer awareness and has attending staff meetings, PLTS for GPs and front of house staff. Bridgend Carers Centre and NPT Carers Service continue to maintain contact with practices in their areas by attending PT4L sessions talking to staff at practices, district nurses and health visitors, regular mailings and information stands. As a result of increased contact with primary care the numbers of referrals to Carers Centre/ Services arising from these sources has increased, for example NPT Carers Services received almost four times as many referrals from GP practices this year compared to the period prior to the start of the Valuing Carers Strategy. In Bridgend over the 2 years 2013/14 and 2014/15 Bridgend Carers Centre have received 182 referrals from GP practices.





Regular information sessions are held in the main ABMU hospitals. Two awareness raising sessions have been undertaken with medical students and talk has been given to staff on Ward 6 at the Princess of Wales Hospital

An information sheet has been produced for each locality to be used as part of induction of new staff. This contains information about identifying and signposting Carers to sources of information and support; this has been used as part of the induction of new Homecare Support staff in NPT. Volunteers and Health Care Support Workers at Princess of Wales Hospital have also received awareness raising as part of their induction.

*Staff at Greenhill Surgery Swansea promoting Carer Awareness*

Progress has been made in identifying staff members within health and social services teams or departments who would take on the role of Carers Champion. Six staff members from adult social services teams have become Carers Champions in Neath Port Talbot and 18 from Bridgend County Borough Council social work teams. The Carers Champions receive regular information which they are asked to disseminate to team members. They also meet frequently for training and to share best practice.

Carers have had the opportunity to directly or indirectly be involved with staff training and awareness raising. Carers in Swansea and in Neath Port Talbot have each produced a digital stories DVD, whilst 6 Carers in Bridgend have participated in training sessions to staff and BCBC elected members.

*AIM - Carers are engaged and consulted regarding any decisions made during their journey through health and social care services that affect them or the person they care for.*

The identification and engagement of Carers as key partners is a theme which runs through all Carer Awareness training sessions. At a strategic level there are opportunities for Carer representatives to participate in local authority strategy/ planning groups and Carers have been involved in discussions about service development. For example, NPT CBC's Carers Champion has held a number of information coffee mornings specifically to discuss issues and listen to local Carers. Whist Bridgend Carers Centre staff have been promoting the importance of Carer involvement around hospital discharge and throughout the subsequent contact with social care.

Work has been undertaken on information sharing and confidentiality. As part of the Carer Awareness activity in health – GP practices in Swansea are encouraged to ensure that identified Carers and cared for have the opportunity to complete 3<sup>rd</sup> party agreements to ensure information can be legally shared. In collaboration with the third sector a new training course has been commissioned aimed at helping Mental Health Care Co-ordinators across all services to consider the dilemmas in relation to confidentiality and information sharing as well as how to work in partnership with Carers and service users in Care and Treatment Planning.

There have been opportunities for Young Carers to share their views and comments. NPT CVS and the Children's Rights Unit ran two workshops with the Young Carers youth club members. They were asked for their thoughts on public services: Education, Social Services and Health. In Swansea, EYST (Ethnic Youth Support Team) undertook consultation with BME Young Carers to ascertain their views, summarising the findings into a report provided to ABMU Health Board. In response to the wishes of Young Carers a conference specifically for Young Carers was held in Bridgend during October 2014. Carers' needs were listened to and a progress plan was initialised and implemented.

*AIM - Once identified, all eligible Carers are offered a Carers Assessment (and assessed as Child in Need if a Young Carer), ensuring their needs are addressed. The assessment is not a one-off event, but should be reviewed regularly and the continuing support for the Carer should be monitored.*

Specific training on Carers Assessment has taken place in Neath Port Talbot, 12 sessions have been made available to social service, health and 3<sup>rd</sup> sector workers. In Bridgend staff have access to an e-learning Carers Assessment training programme. In Swansea the Carers Centre and SCVS have been providing raising awareness sessions with CCS Child Disability Team.

BCBC have appointed a Young Carers Co-ordinator who conducts Carers Assessments with children and young people who have caring responsibilities, during 14/15, eighteen referrals were made for assessment.

*AIM - A Carers Partnership exists between ABMU Health Board, Bridgend County Borough Council, Neath Port Talbot County Borough Council, City and County of Swansea, Carers Services in each area, Third Sector organisations and Carers themselves*



There continues to be examples of excellent joint working between ABMU, Local Authorities and third sector organisations and localities this year. A broad range of events across the area have provided opportunities for Carers to meet with each other and representatives from health, social care, 3<sup>rd</sup> sector and other organisations. Carers Week during June 2014 and Carers Rights Day 2014 have been used to highlight, recognise and acknowledge the contribution Carers make.

*Information display at BME Carers Event organised in partnership with NPT Carers Service and Swansea Bay Regional Equality Council*

Appendix A further outlines activities undertaken during 2014/15 towards the Expected Outcomes from the *Valuing Carers* Action.

## 7. CHALLENGES

A number of issues have arisen in undertaking the actions outline in the *Valuing Carers* Strategy, specifically these are:

- The delay in rolling out the 'Carer Aware' e-learning programme in some ABMU Carers Partnership group organisations. NPT CBC did not have the 'platform' to run e-learning programmes. Time was taken in exploring the various means of overcoming this issue. Discussions between NPT CBC training department and learning@nhs.wales identified a solution and NPT CBC staff can now access 'Carer Aware'.
- The roll out of the Young Carers Aware e-learning has also been delayed, this is, in part, due to the production of the programme and loss of momentum in promoting and making the programme available to staff locally. Plans are now in hand to address this.
- The appointment of an ABMU wide Carers Co-ordinator was an action from the 1<sup>st</sup> year of the *Valuing Carers* Strategy action plan. This did not occur due to delays in agreeing a job description and uncertainty about the duration of funding. As a result of this there has been a lack of co-ordinated 'cultural change' across the organisation although members of the ABMU Carers Partnership group have made good progress in making cultural changes in their localities.
- Collecting data which accurately demonstrate the changes which have occurred as a result of the *Valuing Carers* Strategy has been challenging as information about Carers are not collected and collated by health boards in Wales. However Carers Surveys and feedback have provided a useful 'snap shot' indicating a generally positive direction of travel.

## 8. MOVING FORWARD

The focus during the final year of the *Valuing Carers* strategy will be on consolidating progress and on maintaining momentum to achieve the outstanding objectives. Where possible work will be undertaken to explore how activities funded through the Welsh Government Carers Strategies (Wales) Measure 2010 fund can be continued at the end of the funding period.

During 2015/16 the ABMU Carers Partnership board will also need to consider how the opportunities and challenges associated with the advent of the Social Services and Well-being Act will be managed in parallel with delivering the aims outlined in the *Valuing Carers* Strategy. Preparatory work will be required prior to the implementation of the Act in April 2016 to inform both Carers and Staff within the ABMU footprint of the changes which will occur, particularly around the rights of Carers.

Finally, the ABMU Carers Partnership board will devise ways to strengthen the links with Western Bay Health & Social Care Programme as people with care needs and their Carers are the focus of a number of projects which fall within the Western Bay remit.

## 9. APPENDICES

APPENDIX A - WELSH GOVERNMENT ANNUAL REPORT TEMPLATE COMPLETED FOR 2014/15

APPENDIX B – BREAKDOWN OF INCOME AND EXPENDITURE FOR VALUING CARERS STRATEGY 2014-2015

**APPENDIX A - WELSH GOVERNMENT ANNUAL REPORT TEMPLATE COMPLETED FOR 2014/15**

| WELSH GOVERNMENT ANNUAL REPORT TEMPLATE |  |  |   |   |  |                |
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| <b>ORGANISATION:</b><br>ABMU            |  | <b>KEY AIM:</b><br>A1) All relevant information is available to Carers of all ages in the ABMU area. The information is up-to-date and available at the right time and in the right place. |   |   |  |                |
|   |  | <b>PRIORITIES</b>  |   |   |  |                |
|   | <b>OBJECTIVES</b><br><i>Expected Outcomes<br/>Valuing Carers Action Plan</i>   | <b>KEY MILESTONES</b><br><i>Actions Valuing Carers<br/>Action Plan</i>   | <b>LEAD</b>   | <b>PROGRESS 14/15</b>   | <b>RAG STATUS</b><br>MILESTONE<br>ACHIEVED 14/15   | <b>BUDGET</b>  |
| A1<br>1.a<br><br>Year<br>1              | <i>Carers report that current gaps in provision of and access to information, based on extensive information mapping exercise, are addressed, e.g. ADHD, Bi-polar, dementia, and schizophrenia and specific needs of former Carers no longer in a caring role.</i> | Produce and make available relevant information for Carers, with a particular focus on 'gap' areas.  | ABMU Health Board<br><br>Local Authorities<br><br>Carers Service /Centres | <ul style="list-style-type: none"> <li>Carers in all three localities have been consulted on their information needs to identify gap areas.</li> <li>An information event was held in Bridgend in Feb 2014.</li> <li>NPT Carers Service 'Hard to Reach' Worker has provided information to 82 Carers of people with Mental Health or Substance Misuse issues. The Carers Service also provides information to Parent Carers and Bereaved Carers. Action to be taken to gather further Carer feedback in 15/16</li> <li>Swansea Carers Service raised awareness about providing Carers with condition specific information to 46 primary care staff members</li> </ul>   | <p style="text-align: center;"><b>BRIDGEND</b></p> <p style="text-align: center;"><b>NEATH PORT TALBOT</b></p> <p style="text-align: center;"><b>SWANSEA</b></p> | SEE APPENDIX B |
| A1<br>1.b<br><br>Year<br>1              | <i>BME Carers and those working with BME Carers report improvement in the range of information provided (as part of the work to implement Equality and Diversity Strategies.)</i>  | In partnership with organisations such as Swansea Bay Race Equality Council, review information supplied for Black and Minority Ethnic Carers.   | ABMU Health Board<br><br>Local Authorities<br><br>Carers Service /Centres | <ul style="list-style-type: none"> <li>EYST in Swansea have carried out research into experience and needs of Carers from BME Communities. 30 BME Carers and Young Carers have been supported.</li> <li>EYST has delivered four training sessions on issues of cultural and religious diversity affecting BME Carers. NPT Carers Service 'Hard to Reach' Worker has supported 12 Carers from BME community.</li> <li>There has been weekly outreach at PTRC in partnership with SBREC Older Person Advocacy Worker.</li> <li>NPT Carers Service in partnership with Port Talbot Tigers have had an information leaflet translated into Urdu. Action to be taken to gather further Carer feedback in 15/16.</li> <li>Work to be undertaken in Bridgend during 15/16 to achieve this milestone. Contact has been made with the Communities of Interest. Co-ordinator to arrange a meeting.</li> </ul> | <p style="text-align: center;"><b>BRIDGEND</b></p> <p style="text-align: center;"><b>NEATH PORT TALBOT</b></p> <p style="text-align: center;"><b>SWANSEA</b></p> |                |



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| <p>A1<br/>2.<br/><br/>Year<br/>1</p> | <p><i>Carers affected by the UK Government's Welfare Reform are better informed of the potential implications on their circumstances and how best to access advocacy support.</i></p>  | <p>In partnership with (DWP) and other agencies such as CAB, Local Authorities will work with Carers to improve access to benefit related information, with a specific focus on:<br/>- Welfare Reforms / Benefits advice<br/>- access to advocacy</p> | <p>Local Authorities</p>  | <ul style="list-style-type: none"> <li>• Support and information about Welfare benefits for Carers and the people they care has been made available from Swansea, Bridgend and Neath Port Talbot Carers Services. For example in Bridgend 46 welfare benefit one to one sessions took place, In NPT the Carers Service conducted 192 sessions for benefit support and 582 phone calls were dealt with.</li> <li>• There has also been training sessions for Carers and paid staff concerning welfare reform, 46 staff attended Swansea Carers Centre training sessions, and there has been specific training for Carers at Bridgend Carers Centre.</li> <li>• During March 2015 twenty professionals in NPT attended specific training on benefits issues for Carers and the people they support.</li> <li>• From November 2014 a Welfare Benefits Advisor has been available at Bridgend Carers Centre 3 days a week.</li> <li>• NPT Carers Service assists Carers with on-line benefit information by taking laptop tablets on home visits.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A1<br/>3.<br/><br/>Year<br/>1</p> | <p><i>Carers can access the information they need at key locations in health and social care and Third Sector orgs, libraries etc. This will also need to include GP practice, hospital receptions, Young Carer and Black and Minority Ethnic Carer access points, e.g. Youth Clubs, Schools, Mosques etc.</i></p> | <p>Engage with Carers regarding the most suitable times and locations for information to be available in health, local authorities and Third Sector organisations, and plan distribution accordingly.</p>   | <p>GP Practice Champion<br/><br/>ABMU Health Board<br/><br/>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Carers in the ABMU area have been consulted for their views on where Carers information should be located, this has been acted upon. Information is available at NHS hospitals and all GP's surgeries, at council venues, places of education and employment and retail venues.</li> <li>• In addition to leaflets, Carers can access face to face information from one of the many 'drop in' or information sessions provided by the Carers Centre/Services, for example there are sessions at the Elderly Day Unit at NPT Hospital, at Singleton Hospital and Princess of Wales Hospital, Bridgend.</li> <li>• In Swansea 16 Young Carers and 14 older BME Carers accessed information via EYST who provided an ongoing liaison role between BME communities and mainstream health, social care and Carers' support organisations.</li> </ul>   | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |



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| <p>A1<br/>3.b<br/><br/>Year<br/>1</p> | <p><i>Carers are signposted to relevant information and services at key stages and times during their journey through health and social care, e.g. diagnosis, referral, treatment, home care planning etc.</i></p>                        |  | <p>GP Practice Champion<br/><br/>ABMU Health Board<br/><br/>Local Authorities</p>    | <ul style="list-style-type: none"> <li>• Awareness raising sessions with GPs practices throughout ABMU have resulted in an increase in the number of referrals, signposting to the Carers Services/ Centres for example in Swansea between January and April 24 new Carers were referred directly to the Carers Service from GP practices.</li> <li>• The secondary Care Project at the Princess of Wales Hospital has Identified over 90 families and Carers provided with information and support including benefits advice and information on the emergency card and referral to other third sector organisations.</li> <li>• In Neath Port Talbot a Carers Support Worker has been embedded within the Multiagency Community Resource Team. This ensures that Carers get the right information at the right time to support them in their caring role. Carers are signposted to services and can take up the offer of a Carers assessment. The Support Worker has assisted 104 Carers during this period, comprising 61 Carers Assessments, 22 Benefits support, and 21 supported by providing information.</li> <li>• Bridgend Carers Centre has received additional funding to develop a post at POW Hospital and CRT supporting hospital discharge and Carers Assessment.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A1<br/>4.<br/><br/>Year<br/>2</p>  | <p><i>Carers are provided with an information pack when they need it (e.g. could be some time after their loved one's episode of care) by health and local authority professionals, Carers service staff and other professionals.</i></p> | <p>Develop an ABMU information pack for Carers which is jargon free/easy read, recognising there will need to be some local variation.</p> | <p>ABMU Health Board<br/><br/>Local Authorities<br/><br/>Carers Service /Centres</p> | <ul style="list-style-type: none"> <li>• An ABMU wide Carers pack has been designed and produced. Distribution has already began and wider 'roll-out' is about to be actioned.</li> </ul>   | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |

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| A1<br>5.<br><br>Year<br>1           | <i>Carers are more aware of their rights under the Mental Health (Wales) Measure 2010 which will contribute to better involvement in the care and treatment planning process.</i> | Produce and make available information for Carers regarding entitlements to be consulted and Involved in the development and review of care and treatment plans under Part 2 of the MH (Wales) Measure 2010. | ABMU Health Board<br><br>Local Authorities | <ul style="list-style-type: none"> <li>• Carer support groups that operate in each local authority area.</li> <li>• In NPT, the Carers Service provides information to MH Carers on a one to one basis.</li> <li>• An event specifically for Carers of people who have mental health issues/ illness was held in NPT locality during September 2014.</li> <li>• BAVO in partnership with the Health Board, BCBC, Hafal and Bridgend Carers Centre has produced an information leaflet "A quick guide for mental health Carers, family and friends". The guide is widely available electronically via websites and in hard copy in the Bridgend area.</li> <li>• During 15/16 similar information and leaflet to be produced for the NPT and Swansea areas.</li> </ul>   | BRIDGEND<br><br>NEATH PORT TALBOT<br><br>SWANSEA |  |
| A1<br>6.<br><br>Year<br>2 and<br>3. | <i>Carers are able to access all the information they need by visiting one website or making one phone call, in addition to the info packs.</i>                                   | Develop a Single Point of Access for Carers to access all the Information they need, by further enhancing the role of local Carers services as the portal for this.  | ABMU Health Board<br><br>Local Authorities | <ul style="list-style-type: none"> <li>• The Carers Centres in Swansea and Bridgend and Neath Port Talbot Carers Service act as a single point of contact for Carers.</li> <li>• Swansea Carers Centre and Neath Port Talbot Carers Service have websites and Bridgend Carers Service is in the process of updating their website.</li> <li>• All three organisations currently or plan to use social media (e.g. Facebook and Twitter) to convey information to Carers and other stakeholders.</li> <li>• Work has been undertaken with Social Care, Health and Third sector staff and organisations to raise awareness about the services and activities available from each Centre and Service.</li> <li>• ABMU website has a link from 'Carers' page to each Carers Centre/ Service website, this information is also included in the ABMU wide Carers pack.</li> </ul> | BRIDGEND<br><br>NEATH PORT TALBOT<br><br>SWANSEA |  |
| A1<br>YC.<br>1<br><br>Year<br>1     | <i>YOUNG CARER<br/>Young Carers receive improved support through appropriate information and packs produced by agencies/ organisations.</i>                                       | YOUNG CARER ACTION 1<br>Undertake a specific exercise in partnership with Y. Carers and Y. Carers Forums to identify their info needs, building on the mapping exercise undertaken for adult Carers.         | ABMU Health Board<br><br>Local Authorities | <ul style="list-style-type: none"> <li>• Young Carers in the ABMU area have been consulted about their information needs through a variety of ways. In Bridgend a conference took place in October 2014 (at the request of local Young Carers). As a result of listening to the Carers a progress plan was initialised and implemented.</li> <li>• Swansea Neath Port Talbot Crossroads Young Carers Project (now Swansea Bay Carers Trust Young Carers Project) gathered the views of Young Carers and feedback to respective Young Carers Forums.</li> <li>• EYST undertook consultation with BME Young Carers to ascertain their views, summarising the findings into a report provided to ABMU Health Board.</li> </ul>   | BRIDGEND<br><br>NEATH PORT TALBOT<br><br>SWANSEA |  |

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| <p>A1<br/>YC.<br/>2</p> <p>Year<br/>1</p>           | <p>YOUNG CARER<br/><i>Young Carers are able to receive the most appropriate info for their needs; info will link with Family Information Services in each Local Authority along with Education depts. and Local Safeguarding Children's Boards. Info packs will be innovative and easily accessible using Easy Read and jargon free content.</i></p> | <p>YOUNG CARER ACTION 2<br/>Based on the exercise above, produce information packs including the information Young Carers want and need.</p>  | <p>ABMU Health Board</p> <p>Local Authorities</p> <p>Carers Service /Centres</p> | <ul style="list-style-type: none"> <li>• An information booklet for Young Carers has been reproduced and there is a version available outlining services available in each locality. This booklet is available on the Family Information Service website in Neath Port Talbot.</li> <li>• In addition posters have been produced for each locality outlining organisations which provide information and support to Young Carers</li> <li>• Information booklets have been distributed to Social Care, Health and 3<sup>rd</sup> sector organisations as well as schools in the areas.</li> <li>• 2500 Young Carers booklets were printed for use in Bridgend in addition to 40 Young Carers Board games being purchased; 500 information leaflets for staff in education and 500 Young Carer ID cards produced</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| <p>A1<br/>YC.<br/>3</p> <p>Year<br/>2 and<br/>3</p> | <p>YOUNG CARER<br/><i>Young Carers have information available to them which is up to date remains relevant and the provision is sustainable beyond the 3 year strategy period.</i></p>   | <p>YOUNG CARER ACTION 3<br/>Information pack to be reviewed for quality and relevance after Year 1 and the content updated. Implement mechanisms in to ensure this is undertaken on a regular basis and information provision is sustainable after the 3<sup>rd</sup> year of the strategy.</p> | <p>ABMU Health Board</p> <p>Local Authorities</p> <p>Carers Service /Centres</p> | <ul style="list-style-type: none"> <li>• Information in the Young Carers information booklet and poster has been updated as appropriate.</li> <li>• Booklet will need to be reviewed again in 3<sup>rd</sup> or 4<sup>th</sup> quarter of 15/16 to ensure information is consistent with Social Services and Well-Being Act.</li> </ul>  | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |

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| <b>ORGANISATION:<br/>ABMU</b> |   | <b>KEY AIM:</b><br>A2- All staff in health and social care (including GPs) that come into contact with Carers can identify Carers, recognise their needs, provide them with appropriate information and signpost them to relevant services |                     |   |   |               |
|                               |   | <b>PRIORITIES</b>  |                     |   |   |               |
|                               | <b>OBJECTIVES</b><br><i>Expected Outcomes<br/>Valuing Carers Action Plan</i>  | <b>KEY MILESTONES</b><br><i>Actions Valuing Carers<br/>Action Plan</i>   | <b>LEAD OFFICER</b> | <b>PROGRESS 14/15</b>   | <b>RAG STATUS</b>   | <b>BUDGET</b> |
| A2<br>1.<br><br>3<br>Years    | <i>Better info provision and proper engagement with Carers, to achieve cultural change, will be further enhanced by a co-ordinator with a specific focus on driving forward the actions developed by the partnership, follow up specific areas requiring greater attention, and provide a key point of contact.</i> | A Carers Coordinator will be appointed within ABM in order to ensure culture change activities are developed and coordinated across the 3 localities, e.g. training, awareness raising etc.  | ABMU Health Board   | <ul style="list-style-type: none"> <li>Due to a variety of reasons including uncertainty about funding the post of ABMU wide Carers Co-ordinator was not progressed in the first or second year of the strategy.</li> </ul> | <b>BRIDGEND</b><br><br><b>NEATH PORT TALBOT</b><br><br><b>SWANSEA</b> |               |

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| <p>A2<br/>2.a</p> <p>Year<br/>1 on-<br/>going</p> | <p><i>The online tool will help to improve the skills that Health and Social Care staff will have to identify, support and signpost Carers to access the right information and services.</i></p> | <p>Provide access to an Online Carers Training Tool (Carer Aware) for Health and Social care staff, and promoted access to organisations commissioned by the Health Board and Local Authorities.</p>   | <p>ABMU<br/>Health<br/>Board</p> <p>Local<br/>Authoritie<br/>s</p> | <ul style="list-style-type: none"> <li>• During 2014/15 the Carers Aware e-learning package has been rolled out in each locality within ABMU and the three Local Authorities within ABMU footprint.</li> <li>• The ABMU version of Carers Aware is available on <a href="mailto:learning@nhs.wales">learning@nhs.wales</a> website. In April 2015, 892 ABMU staff had completed the online training and 244 staff have completed the Carer Aware e learning at Bridgend County Borough Council and 13 have completed the Young Carer Aware e learning module launched in June 2015.</li> <li>• Arrangements have been made by NPT CBC training dept for staff to access Carers Aware via <a href="mailto:learning@nhs.wales">learning@nhs.wales</a>.</li> <li>• Further promotion of the e-learning programme will take place in 15/16.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT<br/>TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| <p>A2<br/>2.b</p> <p>Year<br/>1 on-<br/>going</p> | <p><i>Involvement of Carers ensures continued relevance to and improved engagement with the audience.</i></p>  | <p>A tiered approach to training will be implemented, with achievement expected based on level of contact with Carers, e.g. ward staff will be expected to complete all 3 modules of Carer Aware and certain administrative staff expected to achieve level 1.</p> | <p>ABMU<br/>Health<br/>Board</p> <p>Local<br/>Authoritie<br/>s</p> | <ul style="list-style-type: none"> <li>• An information sheet has been produced for use with new staff which provided an overview of Carers issues and sources of local information and support.</li> <li>• In BCBC 54 elected members have received trained on dementia and also Young Carers issues.</li> <li>• The Bridgend Carers Forum meets every two months and there is good Carer representation at the forum and a new mental health forum will be launched on July 16<sup>th</sup> which also involves Carers. Carers are involved in all of strategic planning groups.</li> <li>• Bridgend Carers have shared their experience with Social Work students in University and are an integral part of the interview process.</li> </ul>   | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT<br/>TALBOT</b></p> <p><b>SWANSEA</b></p> |  |

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| <p>A.2<br/>2.c</p> <p>Year<br/>1 on-<br/>going</p> | <p><i>As above</i></p>  | <p>Where appropriate Carers will be invited to provide aspects of this training themselves as experts in their own right, e.g. at Staff induction programmes, ward training and social care training.</p> | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>• To ensure the voice of Carers is heard at training and awareness raising events, Swansea Carers Centre and NPT Carers Service have each produced a digital stories DVD featuring local Carers talking about life as a Carer.</li> <li>• The Swansea Carers Stories DVD has been shown at various events including Carers Rights Day 2014. The stories have also been integrated into the Carer Awareness presentation shown to GPs and other Health staff via PTLS, Practice Primary Health team meetings etc.</li> <li>• In Bridgend 6 Carers have been involved in delivering training.</li> <li>• Young Carers were involved in a presentation to BCBC Cabinet and Carers were involved in Dementia Awareness session to Cabinet.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| <p>A2<br/>2.d</p> <p>Year<br/>1 on-<br/>going</p>  | <p><i>Additional training programmes will further develop knowledge and skills in specialist subject areas, build on the skills gained through the online tool, &amp; cover requirements for those not able to access online training easily.</i></p> | <p>Provide additional training as part of the existing training mechanisms in health and local authorities.</p>   | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Training has been made available for health and social care staff in addition the Carers Aware e-learning.</li> <li>• Bridgend Council have made a e-learning training module available on Carers Assessment.</li> <li>• In Neath Port Talbot there have been opportunities for staff to attend Carers Assessment training, benefits training with a focus on Carers and the people they care for and on Carer Awareness.</li> </ul>  | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |

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| <p>A2<br/>3.<br/><br/>Year<br/>1</p>                        | <p><i>GP practice staff are more aware of the needs of Carers, e.g. following up on 'Are You a Carer?' forms.</i></p>   | <p>A general awareness campaign will be carried out across all GP practices in ABMU, highlighting the needs of Carers across primary care, tackling issues identified through consultation such as :<br/>- some hidden Carers who do not understand the term Carer<br/>- asking Carers if they 'look after someone' rather than 'are you a Carer?'</p> | <p>ABMU Health Board<br/><br/>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Work continues to engage with GP practices throughout ABMU. Each Carers Service/ Centre has made contact with the practices in their locality for example through PT4L sessions, information stands at individual surgeries and mailings.</li> <li>• The Carer Awareness Manager in Swansea Carers Centre has been working with GP practices, Practice Managers and Key Staff across Swansea to promote Carer Awareness by attending staff meetings, PLTS for GPs and talking to front of house staff.</li> <li>• In Bridgend the Carers Centre work with the 19 GP practices, providing information display boards, information stalls, talks to staff. Over the last 2 years Bridgend Carers Centre has received 182 referrals from GPs in the Borough.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A2<br/>4.<br/><br/>Year<br/>1 (roll out year2 and 3)</p> | <p><i>GPs are able to identify Carers earlier, offering them the information, support and signposting they need. Carers report a good or improved experience when visiting their GP in relation to their own health and improved level of consultation concerning care of the cared for, where appropriate.</i></p> | <p>The RCGP toolkit will be rolled out in 5 GP practices in each Locality and then rolled out to all practices within the timescales of the strategy (10 practices Year 2 and all remaining practices in Year 3).</p>  | <p>ABMU Health Board</p>                            | <ul style="list-style-type: none"> <li>• A link to RCGP toolkit is provided as part of the Carer Awareness Sessions delivered by Swansea Carers Centre to GPs as part of PTLs and staff meetings.</li> <li>• Bridgend Continue to reinforce standards previously set in place with General Practices to maintain and sustain previous Carers work. Bridgend Carers centre visited 19 GP practices throughout Bridgend on several occasions, raising awareness and providing information. Including information at PT4L and presentations</li> <li>• Neath Port Talbot will Revisit GP audit returns and action plans and support the development of action plans for 2015/16</li> </ul>   | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |



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| A2<br>4.b<br>Year<br>1 | As above<br>Year 1 (roll out to<br>remaining practices<br>years 2 and 3)  | This will include the<br>identification of Carers<br>Champions   | ABMU<br>Health<br>Board                                 | <ul style="list-style-type: none"> <li>• Carers Champions have been identified across health and social care. In NPT CBC Six Carers Champions have been identified from staff in each of the adult social work teams.</li> <li>• Team Carers Champions come together on a quarterly basis to discuss issues, best practice, gain information which can be cascaded at Team meetings. Regular e-mails are distributed to Team Carers Champions containing information for them to disseminate to colleagues.</li> <li>• In Bridgend the Carers Co-ordinator from BCBC is working with hospital staff to recruit Carers champions, an initial meeting was held and a role definition produced. BCBC have 18 Carers Champions.</li> <li>• Work on identifying Carers Champions in Swansea is planned for 15/16.</li> </ul>   | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT<br/>TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| A2<br>5.<br>Year<br>1  | <i>We will ensure that all staff undertaking the care co-ordinator role are provided with training on care and treatment planning under the Mental Health Measure, including the need to engage and consult Carers.</i> | That Carers of people with serious mental health problems receiving secondary mental health services are involved as much as possible in the development and review of care and treatment plans. | ABMU<br>Health<br>Board<br><br>Local<br>Authoritie<br>s | <ul style="list-style-type: none"> <li>• When the Mental Health Measure was introduced a comprehensive programme of practitioner training was undertaken to inform people for the changes in how care planning should take place with the engagement of Carers.</li> <li>• There has been an ongoing programme of refresher training for those previously trained and training for new starters.</li> <li>• A competency framework for Care Co-ordinators has been developed which includes a specific section relating to assessing and meeting Carer's needs as well as competencies related to involving Carers in developing care and treatment plans.</li> <li>• The competency framework will be the basis of ongoing evaluation of the skills of existing and new Care Co-ordinators.</li> <li>• This is an area of continuous improvement with further development of feedback mechanisms required to gather information from Carers as to the changes and improvements.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT<br/>TALBOT</b></p> <p><b>SWANSEA</b></p> |  |

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| <p>A2<br/>6.<br/><br/>Year<br/>2</p>  | <p><i>Carers who work in Health and Local Authorities are supported to ensure they achieve work / life balance. Those with significant caring responsibilities wishing to remain in employment or return to employment receive relevant information.</i></p> | <p>Carers will be supported at work; and we will investigate the possibility of this approach being used by other organisations in the ABMU area to inform their own approach to Carers in the workforce.</p> | <p>Initially:<br/>ABMU Health Board<br/><br/>Local Authorities</p>                   | <ul style="list-style-type: none"> <li>Swansea Carers Centre has produced a best practice guide for employers to be launched in Carers week 2015. They have also worked closely with DVLA having undertaken a Carer Awareness Session with 20 HR staff as well as participated in their Pathways to Support Sessions having an information stand and undertaking 6 Carer Awareness workshops with managers.</li> <li>3 information and support events for working Carers in BCBC have taken place, attended by 29 working Carers.</li> <li>Information for staff on Carers issues and where to access support has been made available on NPT CBC staff intranet.</li> <li>As part of its core service NPT Carers Service has attended DVLA to provide information and raise awareness.</li> <li>From June 2015 there will be a weekly drop in surgery for health staff at Princess of Wales Hospital facilitated by Bridgend Carers centre.</li> <li>Further work on supporting working Carers is planned for 15/16 in NPT and Bridgend.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A2<br/>7.a<br/><br/>Year<br/>2</p> | <p><i>Carers are able to access training to develop the necessary skills to perform their caring role in a safe manner.</i></p>  | <p>Carers' Partnership will work with Carers to determine further training needs, with aim of identifying Expert Carers</p>   | <p>ABMU Health Board<br/><br/>Local Authorities<br/><br/>Carers Service /Centres</p> | <ul style="list-style-type: none"> <li>Through the Carers Centres/Service Carers in ABMU area have been asked about the type of training they would find beneficial.</li> <li>In Bridgend Parent Carers have been consulted on their training needs and requested training has been delivered.</li> <li>2015/16 action required to identify Expert Carers</li> </ul>  | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |

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| A2<br>7.b<br><br>Year<br>2 | As above | Carers will be provided with Training so they have the opportunity to improve their skills, e.g. manual handling, Medicines management etc. | ABMU Health Board<br><br>Local Authorities<br><br>Carers Service /Centres | <ul style="list-style-type: none"> <li>• In Bridgend carers have received a diverse range of training including First Aid, Foodwise, Mindfulness, and Looking After Me Courses and Mental Health First Aid. Courses are planned on manual handling for July and September 2015</li> <li>• A scoping exercise was carried out with parent Carers in Bridgend and in response, courses on dealing with challenging behaviour and dealing with emerging sexuality in young people with disabilities have been delivered.14 Carers have attended. Further courses are planned for 25/16.</li> <li>• 289 Carers have attended one of a range of courses including Emergency 1<sup>st</sup> Aid, Sleep and Relaxation Techniques, Mindfulness, Dementia Awareness and Assertiveness run by Swansea Carers services. This is funded by the Big Lottery.</li> <li>• Carers in NPT stated a preference for training such as confidence building, training on managing the condition of the person they care for e.g. dementia awareness and practical skills training such as using a computer. NPT Carers Service have incorporated low level IT one to one training at a wellbeing event.</li> <li>• As part of their core service NPT Carers service has met with OT to input into development of a demonstration room. This room will be used to provide training to Carers on use of equipment etc.</li> <li>• Further exploration of training for Carers in NPT will take place during 15/16.</li> </ul> | BRIDGEND<br><br>NEATH PORT TALBOT<br><br>SWANSEA |  |
| A2<br>7.c<br><br>Year<br>2 | As above | Review current Carer training in order to identify best practice and highlight any gaps.  | ABMU Local Authorities<br><br>Carers Service /Centres                     | <ul style="list-style-type: none"> <li>• Ongoing activity, training courses will be delivered in 15/16 in response to Carers feedback.</li> </ul>   | BRIDGEND<br>NEATH PORT TALBOT<br>SWANSEA         |  |

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| <p>A2<br/>8.a</p> <p>Year<br/>3</p> | <p><i>Carers Champions are identified to raise the profile of Carers and to disseminate Carer-related information.</i></p>   | <p>Work will be carried out to build on the number of Carer Champions identified during training and awareness programmes in health and local authorities organisations (including GP practices).</p>       | <p>ABMU Health Board</p> <p>Local Authorities</p> <p>Carers Service /Centres</p> | <ul style="list-style-type: none"> <li>• Work has taken place during 14/15 to identify and develop health and social care staff who would be willing to take on the role of Carers Champion within their team or department.</li> <li>• NPT CBC adult social services have 6 team Carers Champions'.</li> <li>• There are 18 Carers champions within BCBC from social work teams.</li> <li>• The Carers Champions meet regularly to discuss issues, they are provided with information to disseminate to colleagues and Carers.</li> <li>• Further work is required in identifying Carers Champions in health settings and this is an action which will be taken forward during 15/16,</li> <li>• In Swansea It is proposed to build on the Carers awareness project and invest further in each of the teams that have received Carers awareness sessions.</li> <li>• Another route to awareness raising in NPT is the small grant fund available to voluntary sector organisations in NPT who routinely work with people with care needs/ Carers. The fund will cover the cost of providing information, activities or support to Carers. This will raise awareness with 3<sup>rd</sup> sector organisations and the Carers they come in contact with.</li> <li>• In Bridgend the Secondary Care Project at POW Hospital has identified staff who have had a positive response in identification of Carers. These staff will be recognised for this work and there are future plans for each ward to have a Carers Champion.</li> </ul> | <p><b>YEAR 3 OBJECTIVE</b></p> |  |
| <p>A2<br/>8.b</p> <p>Year<br/>3</p> | <p><i>Those specific staff members identified have received further training, ensuring skills and information are more effectively disseminated to a wider range of colleagues, teams and partner providers.</i></p> | <p>Provide further training to specific staff members to provide them with the skills to train others and disseminate new information to colleagues, teams and partner providers in relation to Carers.</p> | <p>ABMU Health Board</p> <p>Local Authorities</p> <p>Carers Service /Centres</p> | <ul style="list-style-type: none"> <li>• NPT CBC adult social services Carers Champion network has received extra training to support their role.</li> <li>• BCBC Carers champions meet regularly and have received additional training on supporting Carers. They are a main point of contact for social work teams and regularly attend the Carers forum. As a point of interest the social work teams that have active Carers Champions are also the highest performing teams in terms of undertaking Carers Assessments.</li> </ul>  | <p><b>YEAR 3 OBJECTIVE</b></p> |  |

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| A2<br>8.c<br><br>Year<br>3      | <i>GP practices, as key partners in achieving cultural change, feel supported by the partnership to develop and refine the support provided to Carers.</i>             | The Carers Partnership will work specifically with GP practices to ensure they have the tools to support Carers and signpost them to the correct advice, advocacy and info                                 | ABMUHB<br><br>Local Authorities<br><br>Carers Service /Centres | <ul style="list-style-type: none"> <li>• Training sessions have been delivered to GP Networks and practices in Swansea by Carers Centre Staff. In Bridgend 19 GP Practices have been audited and have produced self assessment documents indicating processes for identification and support of Carers and policies for working with Carers. Information has also been cascaded to GP Practices and Hospitals.</li> <li>• All GP practices in Neath and Port Talbot and Bridgend receive regular information from the Carers Centre/ Services.</li> <li>• Further activities will take place in 15/16 towards achieving this objective/outcome.</li> </ul>  | <b>YEAR 3 OBJECTIVE</b>   |  |
| A2<br>YC.<br>1<br><br>Year<br>1 | YOUNG CARER<br><i>Health and Social Care staff have improved skills to identify, support and signpost (Young) Carers to access the right information and services.</i> | A specific training package will be purchased in order to provide staff with targeted training on the needs of Young Carers. This will be rolled out at the same time as the general Carer Aware training. | ABMU<br>Health Board   | <ul style="list-style-type: none"> <li>• There have been a range of issues which have delayed the roll out of the Young Carer Aware e-learning, these issues are now in hand and there will be a programme of awareness raising during 15/16 to encourage staff to complete the course.</li> <li>• Focus on awareness raising about Young Carers Rights at conference held in NPT for professionals and Carers.</li> <li>• Launch and Promotion of the Young Carers Aware training beginning in Bridgend during Carers week 2015. There has also been lots of work carried out in BCBC around Young Carers awareness training. Training has been delivered to 5 of the 10 comprehensive schools in Bridgend. It has also been delivered to the school health nurses. A Young Carers conference was held in October 2014 and as a result a specific work plan was developed around awareness raising to social work teams in children's and adult services.</li> </ul> | <b>BRIDGEND</b><br><br><b>NEATH PORT TALBOT</b><br><br><b>SWANSEA</b> |  |

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| <p>A2<br/>YC.<br/>2</p> <p>Year<br/>1</p> | <p>YOUNG CARER</p> <p><i>Improved resilience / coping ability of Young Carers resulting from this exercise will allow planning of any additional training requirements necessary and specific to Y. Carers.</i></p> | <p>YOUNG CARER ACTION</p> <p>Work will be undertaken through the Carers Partnership with Young Carers to scope their training needs and develop specific ways to help them cope with their caring role, offering them help and support</p> | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>• During 14/15 NPT CVS and the CRU run two workshops with the Young Carers Youth Club members. They were asked what training would be useful; actions will be taken in 15/16 in response to this information.</li> <li>• Young Carers In Bridgend have identified that they would benefit from additional training and support within the area of confidence and resilience building, dealing with stress and basic first aid. The Young Carer's Project provided a one day basic first aid training course with St John's ambulance for 16 Young Carers; an accredited 'dealing with stress and confidence building' course with Bridge Mentoring Plus for 10 Young Carers. The project has rolled out the Barclay's Money Skills programme to 38 Young Carers, enabling them to learn budgeting skills and money management. They are also currently working with the Samaritans in organising an emotional health work shop for both Young Cares and Young Adult Carers for July 2015</li> </ul> | <p>BRIDGEND</p> <p>NEATH PORT TALBOT</p> <p>SWANSEA</p> |
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| <p>A2<br/>YC.<br/>3</p> <p>Year<br/>2 &amp; 3</p> | <p><b>YOUNG CARER</b></p> <p><i>Young Carers are receiving advice and being signposted to relevant organisations that specifically support Young Carers.</i></p> | <p><b>YOUNG CARER ACTION</b></p> <p>Work will be undertaken to better identify Young Carers by schools and teachers, offering support, advice/ signposted to relevant orgs that specialise in Y. Carers. This will also specifically address identification of Sibling Carers, which can impact on their education and leisure.</p> | <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Work has been undertaken with schools (Secondary) within the ABMU area to raise awareness with pupils and staff around Young Carers issues, this has occurred at School assemblies and attendance at meetings with staff such as the NASH meeting in NPT.</li> <li>• A creative approach has been taken in raising awareness through the purchase of a game developed by Young Carers in South Wales which can be used as part of PSE lessons.</li> <li>• Further work planned in NPT for Young Carers awareness raising</li> <li>• Training has been delivered to 7 schools to date in Bridgend All head teachers in primary and secondary schools In Bridgend have been made aware via a presentation that the training and resources are available.</li> <li>• Supporting material has been produced in the form of the Young Carers booklet and poster.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
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| ORGANISATION:<br>ABMU     |  | KEY AIM:<br>A3) Carers are engaged and consulted regarding any decisions made during their journey through health and social care services that affect them or the person they care for.  |  |   |  |        |
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|                           |  | PRIORITIES  |  |   |  |        |
|                           | OBJECTIVES<br><i>Expected Outcomes<br/>Valuing Carers Action Plan</i>  | KEY MILESTONES<br><i>Actions Valuing Carers<br/>Action Plan</i>   | LEAD OFFICER                               | PROGRESS 14/15  | RAG STATUS   | BUDGET |
| A3<br>1.<br><br>Year<br>1 | <i>Carers are better engaged and consulted with regards decisions on the care for their cared for. This will include arrangements for hospital discharge and ongoing support in the community or in their own homes. Carers are given basic advice on the needs of the cared for when leaving care and then further training offered shortly afterwards.</i> | Develop Carer pathways to include the Clinical and social services assessment docs. that will be used to ensure consultation with Carers is emphasised at every stage in their journey through health and social care, e.g. referral forms, Unified Assessment and discharge planning documentation etc | ABMU Health Board<br><br>Local Authorities | <ul style="list-style-type: none"> <li>Carers/Young Carers are identified when completing a Social Service assessment for the person being cared for, their contribution is noted.</li> <li>Examples from ABMU illustrate how Carers are encouraged and welcomed, e.g. in older people's mental health services and intermediate care wards there is significant family involvement in the patient's care. Carers and families regularly participate activities that are held on the wards, are invited to MDT meetings</li> <li>As part of the hospital based assessment process Carers and families are encouraged to be involved and to help provide greater detail of a person's history through the use of life story books. All areas within the older people's mental health services are using a patient/carer survey to help Carers experiences and to facilitate further improvement.</li> <li>During 2015/16 check other ABMU documentation</li> </ul> | <p style="text-align: center;"><b>BRIDGEND</b></p> <p style="text-align: center;"><b>NEATH PORT<br/>TALBOT</b></p> <p style="text-align: center;"><b>SWANSEA</b></p> |        |

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| <p>A3<br/>2.<br/><br/>Year<br/>1</p> | <p><i>Confidentiality issues are addressed and Carers are given the correct information about their cared for's condition, situation and capacity. All staff are clear about their obligation to share information when legally appropriate to do so. This will also include information during transition from child to adult.</i></p> | <p>A comprehensive resource pack will be developed and issued to relevant staff to inform them what information can be shared with Carers regarding those that they care for. This will include fact sheets, online resources and local reference and advice points</p> | <p>ABMU Health Board<br/><br/>Local Authorities</p> | <ul style="list-style-type: none"> <li>• As part of the Carer Awareness activity in health – GP practices In Swansea are encouraged to ensure that identified Carers and cared for have the opportunity to complete 3<sup>rd</sup> party agreements to ensure information can be legally shared. Where such an agreement cannot be completed, generic information regarding the condition of the cared for should be made available.</li> <li>• Peer Advocate project within Swansea Carers Centre will train advocates to specifically support Parents / Carers through the transition process and will also advise on issues such as this.</li> <li>• In collaboration with the third sector a new training course has been commissioned aimed at helping Care Co-ordinators across all services to consider the dilemmas in relation to confidentiality and information sharing as well as how to work in partnership with Carers and service users in Care and Treatment Planning.</li> <li>• A working group has been established with service users, Carers and practitioners to develop, and distribute guidance on confidentiality and sharing information. A first draft of this guidance has been produced and a final version will be available following wider engagement. The guidance will form the basis of a resource pack (to be completed).</li> <li>• In Bridgend a training and information event on information sharing for health professionals and social care staff is planned This will further inform the content of the guidance.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A3<br/>3.<br/><br/>Year<br/>2</p> | <p><i>Carers are given access to the right information and support before their cared for goes into Crisis. Carers will receive information on all the services available, with explanations around access criteria.</i></p>  | <p>Develop a single point of access for appropriate information and support for those Carers experiencing crisis including 'Coping Plans' for staff to provide to those nearing crisis, e.g. Mental Health Carers.</p>  | <p>ABMU Health Board<br/><br/>Local Authorities</p> | <ul style="list-style-type: none"> <li>• The ABMU wide information pack provides contact details of organisations which may be contacted in an emergency.</li> <li>• Carers may contact Social Services in each Local Authority for information or in a crisis.</li> <li>• In NPT the Carers Support Worker based with the Community Resource Team is in contact with Carers at a time when the health of the person they care for has deteriorated which can be a time of crisis.</li> <li>• Carers Centres/ Services are a source of information and support around the services available and how they may be contacted.</li> </ul>  | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |

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| <p>A3<br/>4.</p> <p>Year<br/>2 and<br/>3</p> | <p><i>Carers needs are identified and addressed.</i></p>   | <p>Compliance with above documentation is regularly audited to ensure health and social care staff engage and consult Carers.</p>                       | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Welsh Government requires each Local Authority in Wales to report annual performance on the number of Carers identified and offered an assessment, the numbers assessments carried out or reviewed and what services were provided as a result of the Carers Assessment.</li> <li>• As part of the Mental Health assessment process there are specific questions for the identification of whether there is a Carer and prompt the offering of a Carers Assessment.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| <p>A3<br/>5.</p> <p>Year<br/>3</p>           | <p><i>Carers feel more engaged in the development of health and social care services. This will also include complaint resolution. Survey results will be available to develop future necessary actions to improve services in the future.</i></p> | <p>Conduct Carers' Surveys following contact with health and social care services to ensure Carers experience is captured and test staff compliance</p> | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>• A report outlining the themes of a Carers Survey conducted in Neath Port Talbot has been produced and the findings have informed the development of the Neath Port Talbot Joint Commissioning Strategy for Carers 2015 -18.</li> <li>• Swansea locality has plans to conduct the survey during 15/16.</li> <li>• Bridgend locality have conducted a survey, a report will be available shortly.</li> </ul>   | <p><b>YEAR 3 OBJECTIVE</b></p>   |  |

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| <p>A3<br/>YC.<br/>1<br/><br/>Year<br/>1</p> | <p><b>YOUNG CARER</b><br/><i>Young Carers are able to comment on the services they receive, good or bad.</i></p>   | <p><b>YOUNG CARER ACTION</b><br/>The Carers Partnership will work with Young Carers Forums to survey Young Carers (and Young Adult Carers) about their experiences of health and local authority services.</p>  | <p>ABMU Health Board<br/><br/>Local Authorities<br/><br/>Carers Service /Centres<br/><br/>YC Forums</p> | <ul style="list-style-type: none"> <li>• There are opportunities for Young Carers to provide feedback through their representatives at multiagency Young Carers Forums.</li> <li>• During 14/15 NPT CVS and the CRU run two workshops with the Young Carers Youth Club members. They were asked what their thoughts were on Public services: Education, Social Services and Health.</li> <li>• Young Carers are represented at the Carers Forum in Bridgend.</li> <li>• There is a Young Adult Carers community voice project where Young Adult Carers are supported to express their views on services.</li> <li>• Young Carers were involved in delivering an awareness raising session to 18 elected members within BCBC with further sessions planned.</li> <li>• Explore further means of gathering views of Young Carers and Young Adult Carers during 15/16.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A3<br/>YC.<br/>2<br/><br/>Year<br/>2</p> | <p><b>YOUNG CARER</b><br/><i>Young Carers will be given specific appropriate support, based on the Unified Assessment process.</i><br/><br/><i>Staff will feel able to highlight their needs and signpost to the relevant advocacy services.</i></p> | <p><b>YOUNG CARER ACTION</b><br/>The above Hospital and social care documentation will be reviewed to highlight the needs of Young Carers, especially considering those who care for someone with a substance misuse issue or mental health problems.</p> | <p>ABMU Health Board<br/><br/>Local Authorities</p>   | <ul style="list-style-type: none"> <li>• Carers and Young Carers maybe identified during the Social Service assessment process.</li> <li>• If appropriate the offer of a Carers Assessment or referral for a 'Child in Need' assessment will follow.</li> <li>• Further exploration required during 15/16 into NHS documentation.</li> </ul>   | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |

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| <p>A3<br/>YC.<br/>2.b</p> <p>Year<br/>2</p>         | <p>YOUNG CARER<br/><i>Young Carers caring for someone with substance misuse or mental health problems will feel better supported.</i></p>                            | <p>YOUNG CARER ACTION<br/>Specific signposting materials will be developed for accessing Carer support for those caring for someone with substance misuse and mental health problems.</p> | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>Information provided in the Young Carers posters and within the Young Carers booklet for those caring with substance misuse and mental health problems.</li> <li>Additional work maybe required during 15/16 to identify if there is a need for specific signposting materials for MH and Substance misuse or if the generic Young Carers information is sufficient.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| <p>A3<br/>YC.<br/>3</p> <p>Year<br/>2 and<br/>3</p> | <p>YOUNG CARER<br/><i>Young Carers are able to access improved support and information when accessing hospital and social care services for their cared for.</i></p> | <p>The Carers Partnership will work with the Regional Advocacy initiative to improve access to information and support for advocacy services.</p>   | <p>ABMU Health Board</p> <p>Local Authorities</p> | <ul style="list-style-type: none"> <li>15/16 – action required to identify sources of advocacy which would be appropriate for Young Carers in ABMU area.</li> </ul>  | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |

| <b>ORGANISATION:</b><br><b>ABMU</b> |   | <b>KEY AIM:</b><br>A4) Once identified, all eligible Carers are offered a Carers Assessment (and assessed as Child in Need if a Young Carer), ensuring their needs are addressed. The assessment is not a one-off event, but should be reviewed regularly and the continuing support for the Carer should be monitored. |                     |  |  |               |
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|                                     |   | <b>PRIORITIES</b>   |                     |  |  |               |
|                                     | <b>OBJECTIVES</b><br><i>Expected Outcomes<br/>Valuing Carers Action Plan</i>  | <b>KEY MILESTONES</b><br><i>Actions Valuing Carers<br/>Action Plan</i>  | <b>LEAD OFFICER</b> | <b>PROGRESS 14/15</b>  | <b>RAG STATUS</b>  | <b>BUDGET</b> |
| A4<br>1.<br><br>Year<br>1           | <i>Carers and staff are aware of and understand Carers rights regarding Carers Assessments. Carers and staff understand what a Carers Assessment involves and the option to request one at a later date.</i>  | Provide training through the Carer Aware package to social care staff to enable Carers who may be eligible for an assessment to be identified accurately.   | Local Authorities   | <ul style="list-style-type: none"> <li>The Carer Aware training has been rolled out across BCBC. Bridgend also provide an e-learning training course on Carers' Assessment. The Carers Development Officer is also working with each social work team to emphasize the importance of undertaking a Carers Assessment.</li> <li>There has been limited take up of Carer Aware e-learning in NPT, the difficulties have contributed to low take up have been addressed and the training will be promoted during 15/16. However, 12 specific Carers Assessment training sessions have taken place which has been attended by social care, health and 3<sup>rd</sup> sector staff.</li> <li>In Swansea Carer Awareness Sessions with GP's via Swansea Carers Centre highlights the right of Carers to an Assessment.</li> </ul>  | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |               |
| A4<br>2.<br><br>Year<br>1 on-going  | <i>All relevant staff are aware of the importance, the duty and the value of offering eligible Carers Assessments. All eligible Carers who are in contact with Adult Social Worker Teams are offered a Carers Assessment, including Parent Carers. Staff have available signposting and support Information and offer this to Carers where assessment not</i> | Social Work staff will continue to offer Carers Assessments to Carers who are eligible and for those that don't offer comprehensive signposting and information on local services   | Local Authorities   | <ul style="list-style-type: none"> <li>There is a Welsh Government performance indicator which requires Local Authorities to record the number of Carers Assessments which have been offered after a Carer has been identified.</li> <li>In NPT and Bridgend Information for social services staff has been made available through training, attendance at team meetings. Year 3 will see a greater focus on assessments for parent Carers in NPT.</li> <li>In Swansea, work has been undertaken regarding defining Services for Carers. The Carers Centre and SCVS are doing awareness raising sessions with the Child Disability Team. SCVS, Workshops have been organised and continue to take place that will inform parent Carers of their rights within Health Services. Signposting and support information has been provided to staff by using Carers packs that have been developed as part of the Carers Measure.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |               |



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|  | <i>undertaken.</i> |  |  |  |  |  |
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| <p>A4<br/>3.<br/><br/>Year<br/>2</p>        | <p><i>Carers will be better supported during their assessment and are able to make an informed choice when accepting and declining an assessment. Carers will therefore feel supported through this process with signposting information and support networks offered</i></p> | <p>Staff will assist Carers to access an assessment and provide comprehensive information and support, making sure a Carers Assessment Checklist is available</p>  | <p>ABMU Health Board<br/><br/>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Staff within the three Carers Centre/Services in the ABMU area routinely informed and support Carers through the Carers Assessment process.</li> <li>• Information is available for Carers on each Local Authority website describing what an assessment entails and how Carers may access a Carers Assessment.</li> <li>• ABMU Carers information pack also outlines what a Carers Assessment is and how Carers may request one.</li> <li>• The work on promoting Carers Assessments with staff and Carers will continue in 15/16.</li> <li>• In Bridgend, The Carers Centre has facilitated Carers Assessments with Social Care staff making them more accessible.</li> <li>• A core activity of NPT Carers Service is to assist adult social services in completing Carers Assessments.</li> </ul> | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |
| <p>A4<br/>4.<br/><br/>Year<br/>3</p>        | <p><i>All those that have had a Carers Assessment are reviewed and their needs re-assessed.</i></p>   | <p>The Carer's Assessment will be a live document, revisited and reviewed regularly to ensure Carers are receiving the level of support needed.</p>  | <p>Local Authorities</p>                            | <ul style="list-style-type: none"> <li>• Carers Assessments are reviewed annually by case managers or reviewed more frequently if there has been a change of circumstances. Carers can decline the offer to have a review of their Carers Assessment.</li> <li>• There is a Welsh Government performance indicator which requires local authorities to record the number of Carers Assessments which have been offered or reviewed.</li> </ul>   | <p><b>YEAR 3 OBJECTIVE</b></p>   |  |
| <p>A4<br/>YC.<br/>1<br/><br/>Year<br/>1</p> | <p><b>YOUNG CARER</b><br/><i>Staff are confident in identifying and recognising Young Carer needs and are able to signpost them to relevant information and support networks.</i></p>   | <p><b>YOUNG CARER ACTION</b><br/>Staff will be given training via the Young Carer Aware training package to ensure they recognise and can identify Young Carers, ensuring they are assessed under the Framework for the assessment of Children in Need</p> | <p>ABMU Health Board<br/><br/>Local Authorities</p> | <ul style="list-style-type: none"> <li>• Although the Young Carer Aware e-learning was not rolled out during 14/15, there have been other initiatives to raise awareness of Young Carers for example In Swansea all current and previous staff have undergone training to ensure that they are fully aware and capable to identify Young Carers and the needs of Young Carers and their families.</li> <li>• In NPT, the Service Development Officer has attended adult social work team meetings to raise awareness of Carers and Young Carers and promoted the Young Carers information booklet</li> <li>• In Bridgend the Carers Development Officer has attended staff meetings though out BCBC to raise awareness of the e learning module. There is also an ongoing programme on face to face training.</li> </ul>                       | <p><b>BRIDGEND</b><br/><br/><b>NEATH PORT TALBOT</b><br/><br/><b>SWANSEA</b></p> |  |

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| A4<br>YC.<br>2<br><br>Year<br>2 | YOUNG CARER<br><i>Young Carers' specific needs are assessed and the relevant support offered to them and their families.</i>                                | YOUNG CARER ACTION<br>Undertake training for Social Work teams to ensure those Young Carers who are eligible are offered a Carers assessment | Local Authorities | <ul style="list-style-type: none"> <li>• Bridgend County Borough Council now has a Young Carers Co-ordinator to undertake Carers Assessments.</li> <li>• There have been discussions with NPT CBC children's services during 14/15 about specific assessments for Young Carers, further work required during 15/16 to finalise this.</li> </ul>  | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| A4<br>YC.<br>3<br><br>Year<br>3 | YOUNG CARER<br><i>All Young Carers are receiving the best level of support available through proper assessment, Information provision and consultation.</i> | YOUNG CARER ACTION 3<br>Undertake a review to ensure all Young Carers assessments are monitored regularly.                                   | Local Authorities | <ul style="list-style-type: none"> <li>• In Bridgend the Young Carers Co-ordinator will be reviewing Young Carers Assessments.</li> <li>• Reviews of Young Carers who have been assessed by NPT CBC children's services will be part of the discussion about Young Carers Assessments</li> <li>• A review was carried out on every young person in Crossroads Carer Young Carers project (which covers Swansea and Neath Port Talbot) to ensure action plans were relevant and up to date</li> </ul> | <p><b>YEAR 3 OBJECTIVE</b></p>   |  |

| <b>ORGANISATION:<br/>ABMU</b>         |   | <b>KEY AIM:</b><br>A5) A Carers Partnership exists between ABMU Health Board, Bridgend County Borough Council, Neath Port Talbot  |                         |   |  |               |
|---------------------------------------|---|---|-------------------------|---|--|---------------|
|                                       |   | <b>PRIORITIES</b>   |                         |   |  |               |
|                                       | <b>OBJECTIVES</b><br><i>Expected Outcomes<br/>Valuing Carers Action Plan</i>  | <b>KEY MILESTONES</b><br><i>Actions Valuing Carers<br/>Action Plan</i>  | <b>LEAD OFFICER</b>     | <b>PROGRESS 14/15</b>   | <b>RAG STATUS</b>  | <b>BUDGET</b> |
| A5<br>1.<br><br>Year<br>1             | <i>Carers feel confident that health, social care and voluntary sector organisations are working together to improve their lives.</i> | A Compact is signed up to by ABMUHB, the three Local Authorities, the three Carers Services and the Third Sector network to ensure a partnership approach to addressing Carers needs. | ABMU Carers Partnership | <ul style="list-style-type: none"> <li>There is a compact between the Third Sector and Health Board and the LAs with the Third Sector. ABMU and NPT are about to revise their Compact with the Third Sector but this will be broader than Carers.</li> <li>There are examples of excellent joint working between organisations, and localities and opportunities for Carers to come together from different localities within the ABMU footprint. Examples of partnership working include the Young Carers arts residential which brought together Young Carers and Young Carers services from Swansea, Neath Port Talbot and Bridgend, a joint mental health event for NPT and Swansea Carers and the Carers Support Worker from NPT Carers Service embedded with health and social services staff in the Community Resource Team</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |               |
| A5<br>2.<br><br>Year<br>1, 2<br>and 3 | <i>Carers can attend regular events and meetings to express their views, share information and relieve isolation.</i>                 | Regular events are held for Carers (from big events to coffee mornings) to meet with health and social care staff to raise issues, share information and engage on service delivery.  | ABMU Carers Partnership | <ul style="list-style-type: none"> <li>There are a calendar of regular events in each locality, from informal coffee mornings and wellbeing sessions to training, consolation and conferences.</li> <li>Carers week during June 2014 and Carers Rights Day in December 2014 provided opportunities for Carers to meet with each other and to meet staff working in health, social care and the 3<sup>rd</sup> sector.</li> </ul>  | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |               |

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|--|--|---|--------------------------------|---|--|--|
| <p>A5<br/>YC.<br/>1</p> <p>Year<br/>1, 2<br/>and 3</p> | <p>YOUNG CARER</p> <p><i>Young Carers are given the opportunity to attend events specific to them, where they can make friends, have respite from their cared for and gain advice and support from professionals</i></p> | <p>YOUNG CARER ACTION 1</p> <p>Ensure that the Compact above will make specific commitments to work in partnership with Young Carers.</p>   | <p>ABMU Carers Partnership</p> | <ul style="list-style-type: none"> <li>• There has been a partnership approach to the design and production of resources for Young Carers across Western Bay e.g. the Young Carers booklet which has locality specific information.</li> <li>• There was also a partnership approach to a joint funded residential trip for Young Carers 2014. The trip provided the opportunity for consultation and engagement and respite for the Young Carers. There is a multiagency Young Carers subgroup which reports to the Carers Partnership Board.</li> </ul> | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |
| <p>A5<br/>YC.<br/>2</p> <p>Year<br/>1, 2<br/>and 3</p> | <p>YOUNG CARER</p> <p><i>Young Carers are able to feedback their concerns and inform service development in an environment they feel most comfortable.</i></p>   | <p>YOUNG CARER ACTION 2</p> <p>The Carers Partnership will develop an ongoing commitment to work with Young Carers Forums to ensure their views and feedback informs service development.</p> | <p>ABMU Carers Partnership</p> | <ul style="list-style-type: none"> <li>• The Young Carers Subgroup and the Carers Partnership Board members liaise with groups in their locality such as the Young Carers Forum and Carers Forums.</li> </ul>   | <p><b>BRIDGEND</b></p> <p><b>NEATH PORT TALBOT</b></p> <p><b>SWANSEA</b></p> |  |

## APPENDIX B - BREAKDOWN OF INCOME AND EXPENDITURE FOR VALUING CARERS STRATEGY 2014-2015

| Funding site              | Activity  | Proposed Budget | Actual Expenditure |
|---------------------------|---|-----------------|--------------------|
| <b>General Allocation</b> | Young carers event 18.8.14 (sculpture day) - Volunteer expenses / sundries          | 0               | 174                |
|                           |   | <b>0</b>        | <b>174</b>         |
| <b>Neath Port Talbot</b>  | Support Worker seconded to Community Resource Team                                  | 22,252          | 22,252             |
|                           | Support Worker to engage with Hard to reach carers                                  | 18,670          | 18,670             |
|                           | Training for Professionals including production of Carers Digital Stories DVD       | 7,000           | 7,000              |
|                           | Engage local voluntary and 3rd sector organisations and groups in supporting Carers | 3,000           | 3,000              |
|                           | Engage with Young Carers and cascade information                                    | 2,000           | 2,000              |
|                           | Balance   | -390            |                    |
|                           |   | <b>52,532</b>   | <b>52,922</b>      |
| <b>Bridgend</b>           | Carers Devt Post - 6 months   | 11,500          | 10,840             |
|                           | Secondary Care Project and GP awareness sessions                                    | 5,500           | 5,500              |
|                           | Social Media Post   | 3,800           | 3,800              |
|                           | BCC Leaflets / Printing   | 3,000           | 3,000              |
|                           | Carers Film - tracking Carers experiences   | 1,600           | 1,600              |
|                           | Diverse Cymru x12 sessions - within BCC surgeries                                   | 13,800          | 13,800             |
|                           | Young Carers Information support for schools to raise awareness                     | 8,000           | 8,082              |
|                           | Training for Parent Carers  | 5,720           | 8,500              |
|                           | Other - Best Western Hotel - additional charge for Young Carers event 8th October   | 0               | 455                |
|                           | Balance   | -390            |                    |
|                           |   | <b>52,530</b>   | <b>55,576</b>      |



|                |  |               |               |
|----------------|--|---------------|---------------|
| <b>Swansea</b> | Carers Awareness and Education to Health and Social Services Staff - support part time Post Nov 14 to Nov 15 | 30,000        | 30,000        |
|                | GP Link resource   | 300           | 300           |
|                | Learning Disability Link Resource  | 2,000         | 2,000         |
|                | Carer Database - purchase and maintenance  | 8,500         | 8,500         |
|                | Carers in workplace - research and sharing best practice   | 4,000         | 4,000         |
|                | Carers rights - day event in Swansea (Liberty stadium)   | 4,000         | 2,325         |
|                | Hospital Passport support to Parent Carers   | 6,000         | 7,149         |
|                | Guidance on confidentiality and sharing  | 1,022         | 0             |
|                | BME Carer and Young Carer support - part time post from EYST   | 9,937         | 9,936         |
|                | Young Carers - Board game  | 1,600         | 1,688         |
|                | Young Carers - training to Social Workers  | 4,500         | 4,500         |
|                | Other - leaflets   | 0             | 751           |
|                | 40% reduction to bring to allocation   | -520          |               |
|                |  | <b>71,339</b> | <b>71,149</b> |

|              |                |                |
|--------------|----------------|----------------|
| <b>TOTAL</b> | <b>176,400</b> | <b>179,821</b> |
|--------------|----------------|----------------|