

Valuing Carers - Transition Plan

OUR VISION - VALUING CARERS STRATEGY

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...

Contents

1. INTRODUCTION.....	3
2. EQUALITY STATEMENT.....	3
3. TRANSITION PLAN	4
3.1 PURPOSE.....	4
3.2 FORMAT	4
3.3 MONITORING.....	5
3.4 EXPLANATION OF TERMS.....	5
Carers.....	5
Staff.....	5
Key Locations.....	6
Information	6
4. CARERS IN THE NEW ACT.....	7
5. PLAN.....	10
APPENDIX 1. SUMMARY DOCUMENT	28
APPENDIX 2. EXAMPLE CARERS QUESTIONNAIRE.....	30

1. INTRODUCTION

ABMU Carers Partnership Board was established in 2012 in response to the Carers Strategies (Wales) Measure 2010 which required NHS and Local Authorities in Wales to work in partnership to prepare an Information and Consultation Strategy for Carers. The group produced *Valuing Carers - ABMU Carers Partnership Carers Information and Consultation Strategy 2013 – 2016*. The purpose of this strategy was to ensure ABMU Health Board and its Local Authority partners work together to inform and consult with Carers when they access health and Local Authority services.

The Health Board had the responsibility for publishing the strategy and both the Health Board and Local Authorities had the responsibility for putting it into action; additionally, they recognise that they could not 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 was captured in the strategy.

The *Valuing Carers* strategy and action plan covered a three year period and ran from 1st April 2013 to 31st March 2016.

2. EQUALITY STATEMENT

Carers are a diverse group of people and underpinning this Transition plan is the commitment to recognise diversity, promote equality and always to take into account the needs of Carers and the person they care for irrespective of their age, gender or gender re-assignment, race or ethnicity, sexual orientation, religion or belief. We will make sure that equality, diversity and human rights are at the centre of our policies and practices.

3. TRANSITION PLAN

3.1 PURPOSE

The one year *Valuing Carers* Transition plan has been produced by ABMU Carers Partnership Board with the aim of improving the lives of Carers in the ABMU area by:

- Building on the progress achieved as a result of the *Valuing Carers* Strategy
- Maintaining the momentum of Carers awareness
- Providing a framework for partner organisations to respond to Carers within the remit of the Social Services and Well-Being Act 2014 (Wales) which from April 2016 supersedes previous Carers Acts and the Carers Strategies (Wales) Measure.

The Transition Plan has been produced with input from partner organisations and local Carers.

3.2 FORMAT

The format of the Transition Plan has been amended to ensure that actions are clear and achievements can be evidenced. This document outlines ***Expected Outcomes*** for Carers and Young Carers in the ABMU area. It states ***Actions***, ***Timeframes***, ***Resources*** required and ***Outcome***. Achievements will be recorded in the ***Progress*** column.

All areas and organisations within the ABMU Carers Partnership will work towards the same *Expected Outcomes* and *Goals* however, it is likely that each area will 'localise' the actions to ensure they reflect the situation in their locality.

3.3 MONITORING

ABMU Carers Partnership Board will be responsible for overseeing the delivery of the *Valuing Carers* Transition Plan. Progress will be reported on a quarterly basis. Evidence will contain qualitative and quantitative information. There will be opportunities for Carers to provide feedback throughout the period of the Transition Plan. A report highlighting activities and achievements resulting from the Plan will be produced after March 2017.

3.4 EXPLANATION OF TERMS

Carers

Carers and former Carers are people of **ANY AGE** including Children and Young Adults of **ANY GENDER** and from **ANY BACKGROUND OR CULTURE** who assist a person who has care and support needs as a result of

- A physical disability
- A learning disability
- Mental illness or distress
- Frailty as a result of old age
- A dependency on drugs or alcohol
- Vulnerability

Staff

Many people do not recognise themselves as Carers, it is therefore vital that workers who come across Carers are able to recognise them, directly provide information or signpost them to appropriate sources of information, advice or support. When reference is made to 'Staff' within this plan the term relates to:

- All medical, nursing and ancillary staff who work for ABMU in hospital or community settings including General Practice

- All Social care staff in adult and children's social services departments.
- Staff in local Third sector organisations

Key Locations

It is vital that information for Carers is freely available at venues Carers frequent. 'Key Locations' within this plan include but are not limited to:

- Civic Centres
- Hospital wards
- Third Sector venues
- Schools
- Libraries
- Colleges
- Primary Care & Health Centres
- Hospital Outpatient Depts.
- Community Centres
- Pharmacies
- Social Services Centres/ bases
- Carers Centres

Information

The information needs of Carers are broad and change over time. The following outlines a range of topics which may be relevant to Carers in the ABMU area. In this Plan the term 'Information' relates but is not limited to:

- Accessing training e.g. manual handling
- Carers Centre/ services
- Carers Rights
- Carers Assessments
- Confidentiality and information sharing
- Counselling
- Court of Protection
- Crisis support
- Employment

- Volunteering Opportunities
- Financial advice
- Guardianship
- Hospital admission and discharge
- How to make a complaint
- Independent Advocacy
- Medical condition and treatments
- Medication and side effects
- Mental well-being e.g. stress management
- Physical aids and adaptations
- Physical health
- Regulation and inspection of health and social care in Wales
- Services including respite, direct payments etc
- Support Groups
- Transport
- Leisure opportunities

4. CARERS IN THE NEW ACT

For the purpose of the Social Services and Well-being (Wales) Act 2014 a “Carer” means a person who provides or intends to provide care for an adult or disabled child; A person is not a carer for the purposes of this Act if the person provides or intends to provide care— (a) under or by virtue of a contract, or (b) as voluntary work. But a local authority may treat a person as a carer for the purposes of any of its functions under this Act if the authority considers that the relationship between the person providing or intending to provide care and the person for whom that care is, or is to be, provided is such that it would be appropriate for the former to be treated as a carer for the purposes of that function or those functions.

SOURCE: Key Terms - Section 3.4, 3.7 and 3.8, page 6, Social Services and Well-being (Wales) Act 2014

http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf

In addition to the legal definition outlined above ABMU Carers Partnership Board understand a *Carer to be someone who has the*

responsibility for providing or arranging care for someone else who, because of long term conditions, mental illness, disability, old age or substance misuse is not able to care for themselves.

SOURCE: ABMU (Abertawe Bro Morgannwg University Health Board) Carers Partnership Carers Information and Consultation Strategy 2013 – 2016

Under the Act, Carers will no longer need to be providing ‘a substantial amount of care on a regular basis’ to be able to have an assessment.

The local authority will have a duty under the Act to undertake a Carer’s assessment where it appears they have needs for support.

The Act provides:

- A wider definition of Carers than that which exists in current legislation to include those who provide, or intend to provide, care.
- Consultation with, and the involvement of, Carers will be required as an integral part of the assessment process for the person cared for subject to the views of the individual.
- That the person conducting the assessment must have regard to the individual carer’s views, wishes and feelings. This assessment must take into account the ability and willingness of the Carer to continue caring as well as their employment, education, training or leisure needs (for adults) and development needs (for children).
- A duty on local authorities to meet the needs of Carers who themselves have eligible needs. Where the Carer has eligible needs they will be entitled to have a statutory support plan which the local authority must regularly review.
- A new duty on local authorities and Health Boards to secure the provision of an Information, Advice and Assistance service, to

provide people with information and advice relating to care and support, and with assistance in accessing it.

Source: <http://gov.wales/newsroom/healthandsocialcare/2014/140609carers-rights/?lang=en>

Abbreviations used within the plan

ABMU – Abertawe Bro Morgannwg University Health Board

BCBC – Bridgend County Borough Council

CCS – City and County of Swansea Council

IAA – Information, Advice and Assistance

NPT CBC – Neath Port Talbot County Borough Council

SLA – Service Level Agreement

SSWB Act – Social Services and Well being Act 2014

5. PLAN**EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA****A) Carers can access up to date information at the right time and from the right place**

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
A.1	<i>Information - Quality</i> Specific information for Carers will be available alongside generic information	Ensure Carer information is part of the local implementation of the IAA requirements of the SSWB Act.	By June 2016	Check what information available from Partner Organisations Note updates biannually	LEADS: <u>BCBC Local Authority Group Manager & Carers Development Officer</u> <u>CCS Local Authority - Lead Officer Carers</u> <u>NPT CBC Local Authority Communications & Engagement Officer and Commissioning Officer 3rd Sector</u> IN PARTNERSHIP WITH: <u>ABMU - Planning & Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	Current Information leaflets and websites	
A.2	<i>Information-Quality</i> Information for Carers is relevant and up to date	Ask Carers about their information needs Feedback to inform providers e.g. LA's, 3 rd Sector and ABMU	By March 2017 <i>Consult with Carers at least once a year about their information needs</i>	Report outlining feedback from Carers	LEADS: <u>BCBC Local Authority Group Manager & Carers Development Officer</u> <u>CCS Local Authority - Lead Officer Carers</u> <u>NPT CBC Local Authority Communications & Engagement Officer and Commissioning Officer 3rd Sector</u> IN PARTNERSHIP WITH: <u>ABMU- Planning and Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u>	Utilise planned consultation events or activities with Carers	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

A) Carers can access up to date information at the right time and from the right place

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
A.3	<i>Information - source</i> Carers Service/ Carers Centre are 'one stop shop' for local Carers support information and advice	Raise staff awareness of the remit of local Carers Service/ Centres Staff inform Carers about their local Carers Service/ Centre	Start April 2016 Start April 2016	Carers Service/ Centres record number of Carers seeking information / support/ advice Carers Service/ Centres record source of referral	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer - 3rd Sector</i> <u>ABMU - Planning & Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u> Local Health and Social Care 3 rd Sector Organisations	Carers Service/ Centre Service Level Agreements (SLA)	
A.4	<i>Information - source</i> Carers can access the information they need at key locations in the ABMU area	List key locations in each area Agree who will be responsible for supplying/ maintaining Carers info at each location	By June 2016 By June 2016	List of venues where information is distributed and who responsible Number of packs distributed Feedback from Carers	LEAD: <u>ABMU - Planning & Partnership Managers</u> IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	ABMU Carers Information Pack Local Carers Service/ Centre information	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

A) Carers can access up to date information at the right time and from the right place

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
A.5	<i>Information - source</i> Carers can access local information on-line	Place Carers information on ABMU, Local Authorities and Carers Service/Centre websites	By June 2016 <i>Review pages at least twice a year</i>	Review Carers pages on websites	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Communications & Engagement Officer</i> <u>ABMU - Planning & Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager,</u> Local Health and Social Care 3 rd Sector Organisations	Organisation websites	
A.6	<i>Information - source</i> Carers can access information and support about welfare benefits	Carers Service/ Centres either directly provide or signpost Carers to information and support about welfare benefits	By April 2016 <i>monitor on quarterly basis</i>	Number of Carers who have received/ been signposted to Welfare Benefits information and support.	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer,</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer – 3rd Sector</i> IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u>	NPT Carers Service – Joint Health and Local Authority SLA Bridgend Carers Centre - Joint Health and Local Authority SLA Swansea Carers Service –SLA	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

A) Carers can access up to date information at the right time and from the right place

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
A.7	<i>Information - source</i> Carers can access training which supports them with their caring role or own well-being	Carers Service/ Centres either directly provide or signpost Carers to training	By April 2016 <i>monitor on quarterly basis</i>	Number of Carers who have received/ signposted to training Report - Carers feedback about training	LEADS: <u>BCBC, CCS and NPT CBC Local Authorities</u> <i>Learning Training & development Managers</i> Community Occupational Therapists IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	SCWDP training plan OT Training room at Cimla	
A.8	<i>Provide info & Support</i> Carers can access local information sessions, mutual support groups or well-being activities	Carers Service/ Centres either directly provide or signpost Carers to sources of mutual support or activities	By April 2016 <i>Monitor on quarterly basis</i>	Number of Carers who have received/ be signposted to groups or activities. Number and type of activity facilitated by Carers Service/ Centre	LEADS: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	NPT Carers Service – Lottery funded project Swansea and Bridgend Carers Service part funded by SLA and part external funding	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

B) : Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
B.1	<i>Identify Carers</i> Each partner organisation has a named strategic lead for Carers	Identify a senior officer from partner organisations to take on 'Carers Lead' role	By End June 2016	List of Carers Leads	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Head of Integrated Community Services</i> <u>ABMU - Planning & Partnership Managers</u> IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager,</u> Local Health and Social Care 3 rd Sector Organisations	None required	
B.2	<i>Identify Carers</i> 'Carers Champions' raise team awareness and disseminate information. Increase the number of 'Carers Champions' in ABMU hospital and primary care settings and in Local Authority Social Work Teams	Recruit 'Carers Champions' Role description, training and arrange regular peer support Review impact of 'Carers Champion' post with teams	By March 2017 <i>review numbers quarterly</i> First session by June 2016 then quarterly By March 2017	List of Carers Champions Number of sessions and attendees Report – feedback from Carers Champions, staff and Carers	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Head of Service, Commissioning Officer, Learning Training & development Manager</i> <i>Communications & Engagement Officer</i> <u>ABMU - Planning & Partnership Managers</u>	Staff time Carers Champion role description Training materials (e-learning)	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

B): Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
B.3	<i>Identify Carers</i> There will be an increase in the number of ABMU and Local Authority staff who have undertaken Carers / Young Carers Awareness training	LA and ABMU include Carer Aware in training plans Promote uptake through regular intranet bulletins	By end June 2016 By end June 2016 <i>Monitor on quarterly basis</i>	Outlined in Organisations training programme for 16/17 Number of staff starting and completing each course	LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> <u>ABMU - Training department</u>	Carers Aware and Young Carers Aware e-learning available ~ will be amended in due course to reflect SSWB Act	
B.4	<i>Identify Carers</i> Carers Aware e-learning will be available to local 3 rd sector staff	ABMU training dept make Young/ Carers Aware e-learning available to 3 rd sector organisations via learning@nhs.wales	By end June 2016 <i>Monitor on quarterly basis</i>	Number of staff starting and completing each course	LEADS: <u>ABMU - Training department</u> <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u>	Carers Aware and Young Carers Aware e-learning package available – to be updated for SSWB Act in due course	
B.5	<i>Identify Carers</i> The experiences of local Carers is reflected in Carers 'issues' training	Create opportunities for Carers to participate in the delivery of training in person or via digital stories	By end June 2016 <i>Monitor on quarterly basis</i>	Number of training sessions/ events where Carers or Carers Digital stories DVD used	LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> <u>Communications & Engagement Officer</u> <u>ABMU - Training dept</u> IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	Digital Stories DVDs available Carers who have experience in participating in awareness raising/ training	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

B): Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
B.6	<i>Identify Carers</i> In depth training is available (building on e-learning) to staff on specific Carers issues	Local Authority and ABMU training dept incorporate specialist Carer issues training into training plans	By end June 2016 Monitor on annual basis	Number of training sessions/ events Number of staff starting and completing each course	LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> <u>ABMU</u> <i>Training department</i>	SCWDP training plan	
B.7	<i>Provide info & Support</i> Staff provide Carers with /or signpost them to appropriate information	Through induction, training and intranet bulletins Staff are made aware of their responsibility to provide information	By end June 2016 <i>Monitor on annual basis</i>	Number staff - induction Number of staff undertaking training on Carers issues Number of internet 'articles' Carers Feedback	LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> <i>Communications & Engagement Officer</i> <u>ABMU</u> <i>Training department</i> <i>Planning & Partnership Managers</i> IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u>	Carers Information induction sheet available – to be updated in line with SSWB Act Information resources developed as part of the <i>Valuing Carers</i> strategy.	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

B): Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
B.8	<i>Provide info & Support</i> As they can be a first point of contact Staff in Primary Care identify and signpost Carers to information and support	Continue awareness raising programme/ RCGP toolkit Carers Service/ Centres continue to engage with Primary Care	By end June 2016 Monitor on quarterly basis	Number of GP practices contacted Number of Carers signposted/ referred to Carers Service by GP Practices Feedback from GP practices Feedback from Carers	LEAD: <i>ABMU - Planning & Partnership Managers</i> IN PARTNERSHIP WITH: <i>Bridgend Carers Centre - Manager</i> <i>Swansea Carers Centre - Manager</i> <i>NPT Carers Service - Manager</i>	NPT Carers Service – Service Level Agreement Bridgend Carers Centre – Service Level Agreement Swansea Carers Centre – Grant funded but need to identify resources to continue in 16/17.	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

C) 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

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
c.1	<i>Identify Carers</i> Carers input and needs are formally recognised.	The support provided by Carers is recorded in the Service Users Assessment Carers needs are identified and recorded in Service Users Assessment or in a Carers Assessment	By end March 2017 <i>Monitor on annual basis</i>	Feedback from Carers Number of Carers identified in SU assessment Number of Completed Carers Assessments	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Safeguarding & Quality Manager</i>	Part of the implementation of the SSWB Act 'Business as usual'	
c.2	<i>Engage & Consult</i> Carers are routinely considered as partners in care by all staff	Through induction, training and intranet bulletins Staff are made aware of their responsibility to engage with Carers as 'partners in care'	By end June 2016 <i>Monitor on annual basis</i>	Feedback from Carers Number of new staff undertaking induction	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Communications & Engagement Officer</i> <u>ABMU - Planning & Partnership Managers</u>	implementation of the SSWB Act	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

C) 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

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
c.3	<i>Engage & Consult</i> Staff address issues of confidentiality and share information with Carers	Staff are made aware of and use the Information Sharing and Confidentiality guide and attend related training	By end March 2017 <i>Monitor on annual basis</i>	Feedback from Carers	LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> <u>ABMU Training department</u> IN PARTNERSHIP WITH <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u> Local Health and Social Care 3 rd Sector Organisations	Information Sharing and confidentiality leaflet is available Training programme in development	
c.4	<i>Provide info & Support</i> Carers have a point of contact when in a crisis	Staff inform Carers of actions/ contacts for dealing with a crisis	By end June 2016 <i>Monitor on annual basis</i>	Feedback from Carers	LEADS: <u>BCBC Local Authority Group Manager & Carers Development Officer</u> <u>CCS Local Authority Lead Officer Carers</u> <u>NPT CBC Local Authority Commissioning Officer – 3rd Sector</u> <u>ABMU - Planning & Partnership Managers</u> IN PARTNERSHIP WITH <u>Bridgend Carers Centre – Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u>	Carers Emergency Card scheme Current information Social Services Contact Centres	

EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA

C) 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

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
c.5	<i>Engage & Consult</i> Carers can engage formally or informally on service development, planning or review on areas which affect them or the person they support	Create or maintain opportunities within each partner organisations to involve Carers in strategic service developments and in reviewing services	By end March 2017 <i>Monitor on annual basis</i>	List meetings where Carers representatives are invited to attend List other opportunities of Carers to provide opinion/ feedback Feedback from Carers	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer – 3rd Sector Communications & Engagement Officer</i> <u>ABMU - Planning & Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u> Local Health and Social Care 3 rd Sector Organisations	As 15/16	

EXPECTED OUTCOME FOR CARERS IN ABMU AREA

D) All Carers are offered a Carers Assessment ensuring their needs are identified and addressed

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
D.1	<i>Provide info & Support</i> Staff are aware of and promote Carers rights to their own assessment	Training or staff information on the implementation of the new Act will include information about the changes to Carers rights to assessment	By end March 2017 <i>Monitor on quarterly basis</i>	Number of training sessions/ events Number of staff starting and completing each course Report – Course evaluation Feedback from Carers	LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> <u>ABMU</u> <i>Training department</i>	Regional training plan	
D.2	<i>Assessment</i> There is an increase in the number of Carers Assessment reviews	A system is in place to routinely offer a Carers Assessment review on an annual basis unless Carer declines	By end March 2017 <i>Monitor on quarterly basis</i>	Number of Carers Assessments reviewed Feedback from Carers	LEADS <u>BCBC Local Authority Group Manager & Carers Development Officer</u> <u>CCS Local Authority Lead Officer Carers</u> <u>NPT CBC Local Authority Safeguarding & Quality Manager</u>	System to automatically flag up review date	

EXPECTED OUTCOME FOR CARERS IN ABMU AREA

D) All Carers are offered a Carers Assessment ensuring their needs are identified and addressed

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
D.3	<i>Assessment</i> There is an increase in the take up of Carers Assessment	Carers are provided with information which enables them to make an informed choice about accepting the offer of a Carers Assessment Carers Service/ Centres work in partnership with Social Services in ensuring Carers have a Carers Assessments	By end March 2017 <i>Monitor on quarterly basis</i>	Number of Carers Assessments offered Number of Carers Assessments completed Feedback from Carers	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer –3rd Sector, Safeguarding & Quality Manager</i> IN PARTNERSHIP WITH: <u>ABMU - Planning & Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	Offer of Carers Assessment is a statutory duty Carers Assessment information leaflets - to be updated in line with SSWB Act	
D.4	<i>Provide info & Support</i> Carers are aware that they have a right to have identified needs meet (SSWB Act 2014)	Training or staff information on the implementation of the new Act will include information about the changes to Carers rights. Carers Assessment information is updated to reflect new Act.	By end March 2017 Monitor on quarterly basis By end June 2016	As D.1 Leaflets/ internet pages updated	LEADS <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> Communications & Engagement Officer <u>ABMU</u> <i>Training department</i> IN PARTNERSHIP WITH: <u>ABMU - Planning & Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	implementation of the SSWB Act	

EXPECTED OUTCOME FOR CARERS IN ABMU AREA

E): Carers views shape the work of ABMU Carers Partnership Board resulting in Carers benefiting from a joint up approach and the sharing of best practice

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
E.1	<p><i>Partnership</i> Statutory and 3rd Sector organisations in the ABMU area work collaboratively on the Carers 'Agenda'</p> <p>(As in the Regional Partnership Board and Operation Jasmine Report Recommendations)</p>	<p>Representatives from partner organisations meet as a min. 4 times a year.</p> <p>Each area within ABMU footprint will devise and action local plan to implement Transition Plan</p>	<p>By June 2016 <i>Meet Quarterly review annually</i></p> <p>By June 2016 <i>Monitor quarterly</i></p>	<p>Minutes of Carers Partnership Board meeting</p> <p>Attendance list</p> <p>Local Plans</p>	<p>LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer – 3rd Sector ABMU - Planning & Partnership Managers</i> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u> Local Health and Social Care 3rd Sector Organisations</p>	<p>Valuing Carers Compact (draft)</p>	
E.2	<p><i>Provide info & Support</i> All partner organisations are aware and work to Carers 'new' rights (SSWB Act)</p>	<p>Staff are aware of and take up training opportunities on the new SSWB Act</p>	<p>By end March 2017</p> <p><i>Monitor on quarterly basis</i></p>	<p>Number of training sessions/ events</p> <p>Number of staff starting and completing each course</p> <p>Report – Course evaluation</p> <p>Feedback from Carers</p>	<p>LEADS: <u>BCBC Local Authority - Learning Training & development Manager</u> <u>CCS Local Authority - Learning Training & development Manager</u> <u>NPT CBC Local Authority- Learning Training & development Manager</u> IN PARTNERSHIP WITH: <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager,</u> local Health and Social Care 3rd Sector Organisations</p>	<p>Regional Training Plan</p> <p>Awareness raising resources available on CCIW and SSIA website</p> <p>Face to Face training</p>	

EXPECTED OUTCOME FOR CARERS IN ABMU AREA

E): Carers views shape the work of ABMU Carers Partnership Board resulting in Carers benefiting from a joint up approach and the sharing of best practice

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
E.3	<i>Engage & Consult</i> The views and opinions of Carers are at the core of the Carers Partnership Board's work	Gather the views of Carers from each area and feedback to the Carers Partnership Board	By March 2017 <i>Carers feedback as and when available but at least annually</i>	Report – Carers Feedback Carers Partnership Board Work plan	LEADS: <u>BCBC Local Authority</u> <i>Group Manager & Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <u>ABMU - Planning & Partnership Managers</u> <i>Bridgend Carers Centre - Manager</i> <i>Swansea Carers Centre - Manager</i> <u>NPT Carers Service - Manager</u> Local Health and Social Care 3 rd Sector Organisations	As 15/16	
E.4	<i>Provide info & Support</i> Partnership organisations recognise and provide information and support to staff who are Carers	Provide information to staff who are Carers via organisations intranet, bulletin boards etc. Provide information to organisations Human Resources Dept about Carers	By June 2016 Monitor quarterly By June 2016	Number of information sessions/ articles Feedback from staff who are Carers	LEADS: <u>BCBC Local Authority</u> <i>Human Resources department</i> <u>CCS Local Authority</u> <i>Human Resources department</i> <u>NPT CBC Local Authority</u> <i>Human Resources department</i> <u>ABMU</u> <i>Human Resources department</i>	Flexible working policy Awareness raising for Managers – <i>dependent on identifying resources</i> Time to Change Pledge	

EXPECTED OUTCOME FOR YOUNG CARERS LIVING IN THE ABMU AREA

F) Young Carers are identified and provided with appropriate information, assessment and support *This in addition to A1,A2,A4,A5 &A6*

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
F.1	<i>Identify Carers</i> There are clear arrangements/ plans or strategy documentation in place to identify and support Young Carers across service areas	Produce or update local Plans or strategy documentation to identify and support Young Carers	By Sept 2016	Plans or strategy documentation Distribution list of Plans or strategy documentation Feedback from Young Carers	LEADS: <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP & Commissioning Officer CYP</i> IN PARTNERSHIP WITH: <u>BCBC Local Authority</u> <i>Education Dept</i> <u>CCS Local Authority</u> <i>Education Dept</i> <u>NPTCBC Local Authority</u> <i>Education Dept</i> ABMU and 3 rd Sector organisations		
F.2	<i>Assessment</i> Young Carers are provided with age appropriate assessments Which are regularly reviewed.	In line with the Social Services and Well-Being Act, Young Carers are provided with an assessment of their needs.	By June 2016 <i>Monitor quarterly</i>	Number of Young Carers who have been assessed or reviewed Number of Young Carers who have had a service as a result of being assessed Feedback from Young Carers	LEADS: <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP & Commissioning Officer CYP</i> IN PARTNERSHIP WITH: Bridgend Young Carers Project Swansea Young Carer Project NPT Young Carers Project	Age appropriate Carers Assessment tool	

EXPECTED OUTCOME FOR YOUNG CARERS LIVING IN THE ABMU AREA

F) Young Carers are identified and provided with appropriate information, assessment and support *This in addition to A1,A2,A4,A5 &A6*

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
F.3	<i>Provide info & Support</i> Young Carers can access advocacy services	Provide / signpost to Advocacy Services which Young Carers can access	By March 2017	Number of Young Carers accessing Advocacy Services	LEADS: <u>BCBC Local Authority</u> <u>Lead Officer Young Carers</u> <u>CCS Local Authority</u> <u>Lead Officer Young Carers</u> <u>NPTCBC Local Authority</u> <u>Principal Officer CYP &</u> <u>Commissioning Officer CYP</u>	Advocacy Service funding will need to be secured	
F.4	<i>Provide info & Support</i> There is specific age appropriate information available for Young Carers	Make age appropriate information available to Young Carers	By March 2017 <i>Consult with Young Carers about their information needs</i>	Feedback from Young Carers.	LEADS: <u>BCBC Local Authority</u> <u>Lead Officer Young Carers</u> <u>CCS Local Authority</u> <u>Lead Officer Young Carers</u> <u>NPTCBC Local Authority</u> <u>Principal Officer CYP &</u> <u>Commissioning Officer CYP</u> <u>ABMU</u> <u>Bridgend Young Carers Project</u> <u>Swansea Young Carer Project</u> <u>NPT Young Carers Project</u> Health & Social Care 3 rd Sector Orgs	Young Carers information booklet and posters available need to be updated in line with SSWB Act Further funding will need to be identified to produce further copies of these materials	
F.5	<i>Provide info & Support</i> There is specific age appropriate support available including groups	Directly provide or signpost Young Carers to sources of support	By April 2016 <i>Monitor on quarterly basis</i>	Number of Young Carers who have received/ be signposted to groups or activities. Number and type of activity facilitated by Young Carers Projects Feedback from Young Carers	LEADS <u>BCBC Local Authority</u> <u>Lead Officer Young Carers</u> <u>CCS Local Authority</u> <u>Lead Officer Young Carers</u> <u>NPTCBC Local Authority</u> <u>Principal Officer CYP &</u> <u>Commissioning Officer CYP</u> IN PARTNERSHIP WITH <u>Bridgend Young Carers Project</u> <u>Swansea Young Carer Project</u> <u>NPT Young Carers Project</u>	Service level Agreements with Young Carers Projects	

EXPECTED OUTCOME FOR YOUNG CARERS LIVING IN THE ABMU AREA

F) Young Carers are identified and provided with appropriate information, assessment and support *This in addition to A1,A2,A4,A5 &A6*

	GOALS	ACTION	TIMESCALE	MONITORING	RESPONSIBILITY	RESOURCES	PROGRESS
F.6	<i>Engage & Consult</i> The views and opinions of Young Carers are at the core of the Carers Partnership Board	Create opportunities for Young Carers to get their voices heard. feedback to Carers Partnership Board	By March 2017 <i>Young Carers feedback as and when available but at least annually</i>	Report – Young Carers Feedback Carers Partnership Board Work plan	LEADS <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP & Commissioning Officer CYP</i> ABMU, Bridgend Young Carers Project Swansea Young Carer Project NPT Young Carers Project, local Health and Social Care 3 rd Sector Organisations	As 15/16	
F.7	<i>Provide info & Support</i> There is specific age appropriate training which supports Young Carers well-being or in their caring role	Directly provide or signpost Young Carers to training	By April 2016 <i>Monitor on quarterly basis</i>	Number of Young Carers who have received/ be signposted to training Number and type of training activity facilitated by Young Carers Projects Feedback from Young Carers	LEADS: <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principall Officer CYP & Commissioning Officer CYP</i> IN PARTNERSHIP WITH Bridgend Young Carers Project Swansea Young Carer Project NPT Young Carers Project	Service level Agreements with Young Carers Projects	

APPENDIX 1. SUMMARY DOCUMENT

1. Background

In 2013 the ABMU wide *Valuing Carers - Carers Information and Consultation Strategy* was launched. This document was produced in response to the Carers Strategies (Wales) Measure 2010. The purpose of this strategy was 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 three year long Valuing Carers Strategy comes to an end in March 2016.

2. What is the purpose of the Valuing Carers Transition Plan?

The one year *Valuing Carers* Transition plan has been produced with the aim of improving the lives of Carers in the ABMU area by:

- ✓ Building on the progress achieved as a result of the *Valuing Carers* Strategy
- ✓ Maintain the momentum of Carers awareness
- ✓ Providing a framework for partner organisations to respond to Carers within the remit of the Social Services and Well-Being Act 2014 (Wales) which from April 2016 replaces previous Carers Acts and the Carers Strategies (Wales) Measure.

3. Who produced the Valuing Carers Transition Plan?

The Valuing Carers Transition Plan was drafted by ABMU Carers Partnership Board which comprises representatives of Abertawe Bro Morgannwg NHS Trust, Bridgend County Borough Council, City and County of Swansea Council and Neath Port Talbot County Borough Council, 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. The Transition Plan has been produced with input from partner organisations and local Carers.

4. Who is the Valuing Carers Transition Plan for?

This Plan is for Carers for all ages and backgrounds living in the Abertawe Bro Morgannwg Area. A Carer is anyone, of any age, who provides unpaid care and support to a relative; friend or neighbour. Carers support individuals who are not fully able to care for themselves as a result of a long term conditions, mental illness, disability, old age or substance misuse. Carers' circumstances vary enormously, as can the type of support they provide, which might be practical, emotional or financial in nature.

How will the Valuing Carers Transition Plan be monitored?

ABMU Carers Partnership Board will be responsible for overseeing the delivery of the *Valuing Carers* Transition Plan. Progress will be reported on a quarterly basis. A report highlighting activities and achievements will be produced after March 2017.

5. What are the aims of the Valuing Carers Transition Plan?

The Transition Plan has been designed to ensure that actions are clear and achievements can be evidenced. This document outlines **Expected Outcomes** for Carers and Young Carers in the ABMU area which are:

- A. Carers can access up to date information at the right time and from the right place
- B. Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services

- C. 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
- D. All Carers are offered a Carers Assessment ensuring their needs are identified and addressed
- E. Carers views shape the work of ABMU Carers Partnership Board resulting in Carers benefiting from a joint up approach and the sharing of best practice
- F. Young Carers are identified and provided with appropriate information, assessment and support. This in addition to the other Expected Outcomes

6. How are Carers involved?

Carers have been involved from the early days of the Valuing Carers Strategy and their views and opinions have been sought and provided over the last three years. This information alongside recent feedback from Carers has shaped the Transition Plan. There will be further opportunities for Carers to provide feedback throughout the period of the Plan. This information will be a specific part of the monitoring process.

7. Where can I get more information?

For a full copy of the **Valuing Carers Transition Plan** contact your local Carers Centre or Service.

Information about the **Valuing Carer Strategy** can be found at

<http://www.wales.nhs.uk/sitesplus/documents/863/Carers%20Strategy%20-%20ENGLISH.pdf>

.Information about the **Social Services and Well-Being Act 2014** can be found at

<http://gov.wales/topics/health/socialcare/act/?lang=en>

APPENDIX 2. EXAMPLE CARERS QUESTIONNAIRE

Evaluation 2016 - 2017 Valuing Carers Transition Plan Questionnaire

The purpose of the Valuing Carers Transition plan is to improving the lives of Carers by ensuring that ABMU Health Board, Bridgend County Borough Council, City and County of Swansea Council, Neath Port Talbot Council, the Carers Centre/ Services and third sector organisations in each area working together to inform and consult with Carers when they access health and local authority services. Feedback from Carers plays a vital part in monitoring the progress of the plan so we want to know your views.

ABOUT YOU (please circle your answer, if 'other' please provide some details)

I am ... A Carer Former Carer Paid worker Other

I am ... Female Male Age...

I live in... Bridgend Neath Port Talbot Swansea I live with the person I care for... Yes No

Each week I provide care for approximately ... 1 to 19 hours 20 to 34 hours 35 to 49 hours 50 or more hours

I have been providing care for... Less than 1 year 1 to 4 years 5 to 9 years 10 or more years

I provide care to my... Spouse/Partner Adult Child Child under 18 Parent Other

I provide care to someone because they have... Frailty as a result of old age Learning disability Mental health problem Dependency on drugs/alcohol Physical disability Vulnerability Other please state

The person I care for has the most contact with staff who work for... Health Services Social Services 3rd Sector None of these Other

I have had a Carers Assessment... Yes No Not Sure Never been offered Have not heard of Carers Assessment

YOUR VIEWS – please let us know what you think about each statement

1. Carers can access up to date information at the right time and from the right place

Strongly Agree	Agree	Neither agree or disagree	disagree	Strongly disagree
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2. Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services

Strongly Agree	Agree	Neither agree or disagree	disagree	Strongly disagree
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3. Carers are engaged and consulted regarding decisions made during their journey through health and social care services that affect them or the person they care for

Strongly Agree	Agree	Neither agree or disagree	disagree	Strongly disagree
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4. All Carers are offered a Carers Assessment ensuring their needs are identified and addressed

Strongly Agree	Agree	Neither agree or disagree	disagree	Strongly disagree
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5. Carers views shape the work of ABMU Carers Partnership Board resulting in Carers benefiting from a joint up approach and the sharing of best practice

Strongly Agree	Agree	Neither agree or disagree	disagree	Strongly disagree
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6. Young Carers are identified and provided with appropriate information, assessment and support

Strongly Agree	Agree	Neither agree or disagree	disagree	Strongly disagree
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Other Comments

Please hand your completed evaluation form to a member of staff