Good practice approaches to supporting carers in Wales

June 2019
Carers Trust Wales exists to improve support, services and recognition for unpaid carers in Wales. With our Network Partners - local services that deliver support to carers - we work to ensure that information, advice and practical support is available to carers across the country.

Carers Trust Wales delivers practical support and information to carers and to those who work with them including: schools, social workers, nurses, pharmacists and physiotherapists. We also seek to influence decision-makers, the media and the public to promote, protect and recognise the contribution carers make, and the support they deserve.
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Introduction

Carers Trust Wales exists to improve support, services and recognition for unpaid carers in Wales. With our Network Partners – local services that deliver support to carers – we work to ensure that information, advice and practical support is available to carers across the country.

During 2017-2018 the Carers Trust Wales Network reached over 34,000 carers, employed 480 staff and was supported by 475 volunteers.

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Purpose of this document

This document is designed to be used by Regional Partnership Boards, Local authorities, Local Health Boards and third sector organisations in Wales to support the identification and commissioning of good services for un-paid carers.

To develop this guide, Carers Trust Wales has undertaken substantial desk research including analysis of academic and other notable publications. Additionally, we have undertaken active research, including in-depth interviews with carers services across Wales, to develop a deeper understanding of what is working well.

Through this approach we have identified evidence-based criteria which can be used to understand the quality and appropriateness of carers services. These criteria recognise that regardless of the service model used, it is essential that all services commissioned to support carers:

- Meet obligations under the Social Services and Wellbeing (Wales) Act 2014
- Deliver the Wellbeing Objectives under the Wellbeing of Future Generations (Wales) Act 2015
- Deliver against the Ministerial priorities for carers
- Adequately reflect carers’ views, experiences and preferences.
Background information

Who carers are and the impact of caring

The Social Services and Wellbeing (Wales) Act 2014 sets out that the term carer applies to any person who provides or intends to provide care for an adult or disabled child.

This removes previous requirements that an individual must be providing a substantial amount of care on a regular basis to be considered a carer.

The types of care and support undertaken by carers are varied and might include:

- Personal care
- Household tasks
- Emotional support
- Help with finance
- Managing and attending appointments

The 2011 census indicates that there are more than 370,000 carers in Wales, with projected figures from Daffodil suggesting that current figures are likely to be closer to 402,321.

3 in 5 people in Wales will become a carer at some point in their lives.

According to the 2011 census, Wales has the highest proportion of carers providing more than 50 hours of care per week, with research suggesting that they are twice as likely to report ill-health as those not providing care.

The benefits of supporting carers effectively

There is no such thing as a typical carer, and many carers do not describe themselves as a carer at all; preferring to be considered as a parent, friend or partner.

The roles undertaken by carers are of clear benefit to the Welsh economy and contribute to easing pressure on local authorities and NHS Wales in a challenging financial climate.
Experts calculate that Welsh carers contributed the equivalent of £8.1bn of care during 2015\(^1\), far exceeding the £1.7bn spent across Wales on social care during 2016-17\(^2\). Whilst providing unpaid care saves the Welsh economy around four times the amount spent on all forms of social care, this comes at a cost to the carers. The detrimental effect on carers’ health, wellbeing and financial circumstances has been well documented, with older carers at higher risk than younger carers\(^3\). Around 65 percent of older carers - those aged 60 to 94 - have a long-term health problem or disability themselves and 68 per cent of carers say that being a carer has had an adverse effect on their mental health, with a third reporting that they have cancelled treatment or an operation for themselves because of their caring responsibilities\(^4\).

In England, the Royal College of General Practitioners has worked with Baker Tilly to identify the social return on investment which can be made when Clinical Commissioning Groups (CCGs) invest in services which support carers. The study shows that this could equate to a saving of almost £4 for every £1 invested\(^5\).

An Impact Assessment published by the Department of Health in England in October 2014 makes an estimate of the “monetised health benefits” of additional support for carers. This estimates that an anticipated extra spend on carers for England of £293 million would save councils £429 million in replacement care costs and result in “monetised health benefits” of £2.3 billion. This suggests, as a ratio, that each pound spent on supporting carers could save councils £1.47 on replacement care costs and benefit the wider health system by £7.88\(^6\).

The preventative value of carers services, both in securing the wellbeing of individuals, and in avoiding additional costs to local authorities and local health boards, is well-established. For example: A longitudinal study of 100 people with

\[\text{References:}\]
\(^1\) https://www.sheffield.ac.uk/polopoly_fs/1.546409!/file/Valuing-Carers-2015.pdf
\(^2\) https://statswales.gov.wales/Catalogue/Local-Government/Finance/Revenue/Social-Services/socialservicesrevenueexpendituresubjectiveanalysis-by-authority
\(^3\) Mansell and Wilson 2009; Mullan et al 2011; O’Brien et al. 2012; Chapman 2014; Greenwood et al. 2017; Smith et al 2017
\(^4\) http://record.assembly.wales/Committee/4621
\(^5\) Carers Support, Royal College of General Practitioners (2015).
\(^6\) Impact Assessment (Carers), Department of Health (2014).
dementia found a 20-fold protective effect of having a co-resident carer when it comes to preventing or delaying residential care admissions. 

To maintain their caring role, and their own health and wellbeing, different carers need different kinds of support. Supporting carers appropriately can result in numerous benefits for carers, the people they care for and the organisations and services they use. For example:

- supporting carers by providing breaks and emotional support helps to prevent burnout and keep carers caring for longer;
- working to encourage carers into - or to continue in - education improves their emotional wellbeing and personal fulfilment as well as widening their options for future employment, education or training;
- involving carers in hospital treatment and clinical decisions improves communication and planning which results in better outcomes for both patient and carer.
- Social support either via emotional or peer support enables carers to cope better, reducing the negative impact of stress and isolation.

It is important that the remit of support services for carers goes beyond just enabling them to support the person they care for. Support, information and advice must focus on ensuring the health, wellbeing and life chances of carers in their own right.

It is essential to recognise the importance of keeping carers well and able to do more of the things that matter to them. It is also important that decision-makers and public bodies recognise that under-supporting carers creates significant additional costs at the point at which their caring role becomes unsustainable. Supporting carers properly is a preventative measure both for the individual carer and for the sustainability of health and social care services.

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Carers services in Wales

Generic carers services make up the vast majority of direct support for carers in Wales. Carers Trust’s Network of Carers Services alone has a reach of over 34,000 carers across 19 of the 22 local authorities.

The carers services models identified across Wales are largely a mix of centre-based provision, outreach and virtual support delivered through an independent carers service. The exact shape of the models varied depending on the geographical area served. In rural areas, for example, outreach support was much more prevalent.

It is evident that these flexible carers service models have successfully offered a focal point for carers and professionals, acting as somewhere carers can go (physically in many urban areas) or contact for information advice and support from carer experts - whether directly or through services they are signposted to.

It is important to recognise that carers services coordinate and facilitate wider carer engagement including on decision making bodies and through co-productive practices.

Our research clearly evidenced that whilst carers services are largely funded by statutory bodies they bring in vast amounts of additional funding via charitable funds, developing a wide range of local and national partnerships which benefit local carers.

Despite this, statutory funding for carers services, is not secure. Most, if not all, carers services bring in additional income through other funding streams. These include: The Big Lottery fund, Charitable Trusts, Grant-giving bodies and, more recently, social enterprises. The capacity (in terms of time and resources) needed to draw down and diversify funding - both in order to mitigate the effects of statutory funding cuts and to enable services to grow and meet locally-identified need - can be hugely disproportionate to the, often short-term, gains.

Nonetheless, the level and depth of advice, support and information now being delivered by carers services across Wales is significant, with organisations working in partnership to deliver speciality services as and when they are needed.

The services offered by carers services vary, but can include:

- Emotional and practical support for carers including holistic therapies, counselling etc.
• Providing access to respite care, either at home or in a wide range of community settings, enabling carers to take a break
• Carers emergency services that offer aid and assistance in a crisis
• Outreach work in GP surgeries, hospital wards and schools
• Information and advice on issues such as benefits, grants and other help available
• Giving carers a voice so that they are listened to by local decision-makers
• Helping carers to share experiences though peer support and social activities
• Providing access to education, training and employment
• Supporting young carers and young adult carers through preventative, whole-family work and clubs, activities and mentoring in schools and colleges

Many providers have drop-in services, as well as offering support through outreach and remotely via telephone. These services are highly adept at either providing direct support and advice or signposting to relevant agencies where specialisms are needed.
Literature Review – Contributions to defining good practice

Although most carers services in Wales evaluate the impact of the services they deliver, their approaches to monitoring and evaluation and measuring impact are inconsistent. The lack of consistent approach to understanding service effectiveness makes it difficult to clearly identify national standards for good practice within existing literature and research.

Identifying a more robust evidence-base for defining the most effective practices used to provide impactful carers services would require a literature review that encompassed UK and international research, which is beyond the scope of this report. However, the thematic findings are indicative of some common criteria which can be used when considering the quality and appropriateness of services in Wales.

In 2017 the Social Care Institute for Excellence (SCiE), on behalf of Social Care Wales, undertook a rapid review of carers services in Wales. The report Preventative support for adult carers in Wales: a rapid review offers a snapshot of existing practice and carer issues.

Similarly, research carried out by Care Inspectorate Wales (2017) into carer engagement outlined areas of good practice which include:

- providing a diverse range of flexible and creative provision, including training courses
- counselling and direct payments to enable carers to make their own arrangements
- statutory services adopting carer-friendly policies to support carers they employ and developing partnerships with job centres to support carers into employment

They also identified that many local authorities have developed successful initiatives with health boards and GP practices, which are often the first point of contact for carers. Others have extended this to hospital wards.

A common thread throughout our research was the requirement of specialist support groups, such as those for mental health, substance misuse and learning disabilities (particularly parent carers for children with complex needs), which are less universally available for carers than those for older people. It is important that service
models and commissioners recognised the importance of ensuring access to appropriate specialist services within an integrated and easy-to-navigate care and support pathway.

In 2007, the needs of working carers in Anglesey and Swansea was the subject of a detailed report, focusing on the growing demand for care, the characteristics of carers of working age, and the circumstances of those carers who are combining their unpaid caring role with paid work.

Key findings from the survey revealed that most carers had not had their needs assessed; many were supporting someone who was not receiving services and only a quarter had adequate support from formal services to enable them to combine work and care. Whilst these concerns are still very real for the one in nine members of the working population who are also carers, a lot of work has since been done to raise awareness. Some excellent resources have been developed, including a Best Practice guide For a Carer-Friendly Work Place by Swansea Carers Centre.

Carers Wales, through their Employers for Carers work stream, have also recently been funded by Welsh Government to establish The Wales Hub of Employers for Carers. The hub is available to support organisations based in Wales to be more carer-friendly as well as to provide advice and information for working carers.

Good practice in meeting the needs of carers in rural areas was addressed in a recent report. The report finds that the creation of generalist workers; frontline professionals with the skills and capabilities to take care of a persons’ health and social care needs will have a positive impact on carers. This approach has the benefit of reducing the number of professionals from separate agencies making repeat visits to a person’s home (or local community centre) for the same outcome. This needs forethought, training and closer working relationships between health and social care services to achieve, but it is an approach to meeting a growing carer need that is worth further consideration. It has the potential to reduce duplication and to offer a more seamless service delivery.

Wales is the first of the four UK nations to have Shared Lives services across almost every local authority area, offering a unique model of care that responds to Shared Lives carers and the people they support. The Shared Lives Cymru State of the Nation Report 2017 showed that almost half of the people using Shared Lives in Wales in 2015 - 2016 enjoyed flexible, personalised short breaks and day support in a Shared Lives carers’ home. The aim of the scheme is to develop real relationships, with the Shared Lives carer becoming ‘extended family’, enabling people to be supported to live independent, fulfilling lives at the heart of their community. Most
people move in with their Shared Lives carer, but the service can be used to support people who have their own home, as day support, as breaks for unpaid family carers, as home from hospital care and as a stepping stone for someone who wants to live independently. In West Wales the Shared Lives scheme supported 162 adults and is the largest single provider of short breaks to people with learning disabilities in Carmarthenshire.

Traditionally the scheme has focused on providing support for people with learning disabilities, but the Shared Lives Cymru State of the Nation Report 2017 details how they have been challenged by the Welsh Government to develop services for older people and those with dementia. In September 2016 a ground-breaking new Health Initiative opened in South East Wales, closely followed by another in the North East. Using Integrated Care Funding they support older people after periods of ill-health and hospital treatment. The Shared Lives model is supported by the Older People’s Commissioner who called it an “important alternative to traditional models of care”8. The model can also include day support and short breaks, alongside live-in support.

Shared Lives is potentially an underutilised resource which presents opportunities for carers, not just as a flexible respite option, but also as a community-based support model.

**The Triangle of Care** - The Triangle of Care was originally developed by staff and carers to improve carer engagement in acute inpatient and home treatment services. Created in partnership with the National Mental Health Development Unit it aims to improve communication between those caring for people with a mental health problem and mental health professionals. Since its launch in 2010, the programme has been adapted for use across all mental health services, not only inpatient, and includes a universal self-assessment tool as well as guidance notes.

The Triangle of Care best practice guides and audit tools aim to build upon existing good practice to recognise and include carers as partners in care. It offers key standards and resources to support mental health service providers if incorporated in their everyday practice, policies and procedures. In Wales, 50% of health boards have shown an active interest in implementing a Triangle of Care model and support is growing within other health boards throughout Wales.

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Betsi Cadwaladr Health Board is the most advanced in terms of actioning a Triangle of Care pilot and last year set up a steering group to take the work forward, with an initial pilot receiving positive feedback from staff and carers. This is covered in more detail as a case study further on in this report.

In 2018, with support from the RCN Foundation, Carers Trust Wales published *The Triangle of Care, Carers Included: A Guide to Best Practice in Dementia Care, Wales Edition* which sets out to ensure consistent carer involvement and support across all health and social care services irrespective of where and when a person is being treated.

**Investing in Carers, Investing to Save**, published by Carers Trust Wales in 2016, makes a strong case for good commissioning for carers. It advocates not only the financial benefits for health and social care through delayed transfer of care, avoidable hospital admissions and reduced need for residential care, but also the huge benefits supporting carers brings to carers themselves, impacting on their own mental health and wellbeing.

The [Department of Health in England](https://www.gov.uk/government/organisations/department-of-health-and-social-care) has asked NICE to develop guidance regarding support for adult carers[^9]. This guidance, applicable across England and Wales, will provide action-oriented recommendations for good practice, aimed at improving outcomes and enhancing the wellbeing, resilience and life experience of adult carers. The guidance is expected to be published July 2019.

In their five-year strategic plan, *Care and support at home in Wales*, Social Care Wales has laid the foundation for recognising and improving the lives of people who need care and support and their carers. The report reaffirms what many carers tell us: that systems need to be simplified, they need to work well and to respond efficiently to changes in what matters to people. Lack of choice in the care and support available and services that are slow to respond to changing circumstances put pressure on families and carers. Fully understanding the resources in our communities and supporting local communities to make the most of their strengths and connections is a vital part of creating a sustainable solution for carers and those they care for.

Across a wider range of literature, the importance of integrated working is made clear:

‘Integration’ is about working together to achieve better outcomes. When integration works well, people using services and carers report high levels of satisfaction. Organisations providing services and professionals say it benefits them too.

Social Care Institute for Excellence (SCIE) (2013)

SCIE has undertaken significant research into the value of integrated working. They consistently report the need for better, more integrated working to enable the delivery of high-quality care that meets the individual needs of each carer and the person they care for. They also note that a growing focus on person-centred care creates cost saving opportunities for health and social care providers rather than increasing spend. Despite the value of improved integration cited in research and literature achieving this in practice can be challenging. Additional research which explored the role of carers as coordinators of care in their own right found that carers spend significant time navigating complex systems, often finding themselves responsible for coordinating complex and interrelated aspects of care for the person they care for. Poorly integrated services clearly compound these challenges putting additional pressure on carers. This research concluded that, although integrated care can be difficult to achieve it is important for providers of health and social care services to improve their communication to avoid placing too much responsibility and pressure on carers.

In England, one approach to providing integrated services for carers has been the development of Carers Hubs. This has become recognised as good practice in enabling carers to access support through a single point of access, enabling councils to meet their statutory obligations under section 4 of Care Act 2014.

10 https://www.scie.org.uk/publications/integratedworking/?dm_i=4o5
In Wales, the model of carer service delivery is still largely disaggregated, relying on good will within and between the main service providers. Many local authorities use the Single Point of Access (SPoA) to help meet obligations under the Social Services and Wellbeing (Wales) Act 2014. Unlike the carer hub model which is carer specific, the single points of access in Wales provide direct access to information, advice, and assistance for any citizen with a health or social care need.

Appendix B provides further information on Carers Hubs in England.

Throughout the literature, carer involvement is commonly identified as central to the development and delivery of good services:

“There is a strong and widely held view that involving patients and carers in decisions about healthcare at both personal and strategic levels is fundamentally important to the improvement of health and social care services, as well as being a basic right.”


Literature clearly shows that there is significant value in taking a whole family approach when supporting unpaid carers. Achieving this successfully will involve: considering how individual carers, their support network and the wider community can contribute towards meeting the outcomes they want to achieve and whether or how the needs for care and support impact on family members or others in their support network.

Considering the themes across the literature reviewed, it is clear that integrated services that: reduce multiple professional contact, provide flexible, responsive and community-based respite through well-trained and person-centred staff, a clear carer

pathway for frontline health and social care staff, integral specialist support for those caring for someone with mental health or substance misuse issues and parent carers and caring for children with complex needs, all contribute positively to effective carer outcomes.

The variety and availability of local resources can often be underutilised. Providing carers with the tools to recognise, enhance and invest in their own wellbeing can help to create a more robust and resilient community, as can well connected and well-trained staff. Many of the solutions identified through our literature review link closely to the views carers have expressed to us. It is essential that commissioners and service providers consider existing research and the views and experiences of carers when designing and shaping carers services.
**Good practice guidelines**

Drawing upon the literature review, scoping of existing services, and our comprehensive understanding of carers services across Wales, Carers Trust Wales has identified 7 common factors that contribute to the development of good services for carers.

To help show an understanding of what works in relation to meeting the needs of carers, Carers Trust Wales have identified 7 principles that we know contribute to the development of good service provision for carers.

1. **Involvement of carers in the design and development of provision to meet their needs** - Carers are experts in their own lives and they are key to identifying what will make the most difference to them and those they care for. It is vital that their involvement is meaningful and that they are fully supported to engage effectively.

2. **A diverse and sustainable funding base for carers services** - This model of funding ensures consistency and continuity of service provision for carers. It will also support the provision of a diverse range of services which are key to meeting the varied and often complex needs of carers.

3. **A clear focal point from which carers and professionals can access up to date information, advice and support** - Carers consistently state that despite clear rights under the Social Services and Wellbeing (Wales) Act 2014 it can be difficult to access information and support. Our evidence shows that having an easily identifiable point of contact, whether that be a physical building, a main telephone line, an outreach worker or combination of these things, is key in ensuring carers are able to access the support they need. Additionally, these services help to facilitate access to the views of the carers they support helping to improve engagement, planning and service development.

4. **A proactive approach to identifying and supporting all carers and raising the profile of caring amongst professionals and communities** - The term carer is not a description that all those with caring responsibilities identify with. Many carers are harder to reach and therefore it is key that a
proactive approach is adopted to reach out to carers and those that work with them to raise the profile of caring, improve identification and to ensure easy access to assessment and support.

5. **Parity of provision across geographical area served** - It can be more difficult for carers in remote or rural areas to access support. Parity of provision is key to ensure that all carers are able to access the support they need. Services must adapt their model to meet need and commissioners must factor in additional costs for service delivery in rural areas such as additional travel costs for domiciliary or respite care.

6. **Working collaboratively and in partnership** - Services must actively identify and develop partnerships and collaborative working with relevant organisations and existing services to promote a joined-up approach, reducing duplication and promoting choice. Clear pathways must be developed to ensure that the needs of carers are met by the most appropriate service in a streamlined manner.

7. **A skilled and competent workforce** – Investing in appropriate training and skills development for all relevant staff who will engage with and support carers will help to improve the identification of carers and the quality of support available to them.
The importance of co-production and regional collaboration in service development

For services to be effective it is essential that they are co-produced with carers. It is important that carers are supported as key contributors to the development of service specifications and involved in commissioning processes.

The National Population Needs Assessment identifies that improvements must be made to the involvement of carers in service development. All services interviewed in the development of our case studies reflected on the importance of involving carers in service design and development. However, it is important to note that engagement needs to be meaningful and avoid repetition, particularly in terms of consultation.

To join-up carer engagement it is important that strong relationships are built within each region between:

- Carers Services
- Carers representatives on Regional Partnership Boards, and relevant associated groups that sit under them
- Carers Leads within local authorities and local health boards
- Community Safety Partnerships
- Public Service Boards
- Local and national third sector organisations that support carers

Some recognised approaches to involving carers in service development identified through our research:

- Carers representatives on panels, boards or groups
- Developing carer forums and encourage strong links between service providers, commissioners and the carer forums
- Carers advocates or champions within services and on decision-making bodies and boards
- Focus groups to help inform the shape of services or how they’re delivered
- Involvement in training for frontline professionals and decision makers

It is important to remember that carers are often time-poor. Additionally, whilst they are experts in their lived experience they may not be practised in engaging in formal
consultations or meeting processes. Therefore, our research indicates that engagement opportunities must be planned sensitively with adequate time, thought and investment put in to supporting carers to engage effectively. Some common good practices include:

- Providing replacement care
- Reimbursing expenses
- Time banking
- Developing buddy systems and opportunities for peer-to-peer engagement between carers
- Involving carers in the development of consultation resources and in the setting of agendas for formal meetings
- Circulating papers and questions ahead of meetings and consultation events both for feedback and to allow carers to prepare their thoughts and answers
- Developing carers 'shadow' boards
- Holding pre-meetings to inform carers and to support them to engage effectively
- Consulting carers on appropriate venues and convenient meeting times
- Meeting with existing groups of carers to minimise the impact sharing their views has on their free time

**Developing High-Quality Models of Service**

This report clearly demonstrates the importance of commissioners understanding the breadth of carers needs and the importance of services delivering against best practice standards.

It is important that the diversity of carers, both in terms of their needs and the barriers they face, is recognised and reflected in the types of services made available. It is essential that a range of services are commissioned which include links to both specialist and generic services. They must be delivered through flexible service models that are able to be proactive in meeting the needs of carers. It is essential that regardless of the service model used, support is integrated, coordinated and easy to navigate for carers.

Additionally, it is important that effort is made to understand which professionals are most likely to meet families and carers before they have been formally identified. To
improve identification before points of crisis it is essential that support and training is given to appropriate staff to ensure that they can provide an active offer of support and signpost effectively.

Whilst teachers and medical professionals are likely to meet families and carers, it is unlikely that identifying and supporting carers is central to their role. Therefore, it is important that they receive clear training and guidance to enable them to refer to appropriate services easily and efficiently, regardless of which service model is used.

Additionally, it is essential that all services consistently monitor, evaluate and refine their service provision to ensure that they achieve successful outcomes for carers.

A variety of methods were used across the services we surveyed to monitor and evaluate their effectiveness, including:

- Recording “distance travelled” following a “what matters conversation” or “reflective listening”
- Capturing anecdotal feedback including quotes
- Evaluation forms, surveys and questionnaires
- Analysis of staff reports and assessment against intended outputs
- The Carers Star
- Pen pictures and case studies
- Social Return on Investment (SROI)

Nonetheless, and whichever form the monitoring and evaluation has taken for existing services, the lessons learned from their experience must be used to help inform the shape of future services. It is essential that services are designed and commissioned with a focus on utilising approaches that can be shown to demonstrate maximum impact for carers.
Examples of good practice

To develop an understanding of effective practice within Wales, we conducted desk research followed by in-depth interviews with Network Partners of Carers Trust Wales. We also invited contributions from all LHB carer leads and via the Carers Officer Learning and Improvement Network (COLIN).

It is clear that through the delivery of their core services, projects and schemes, carers services continue to demonstrate significant contributions to achieving the Ministerial priorities for carers. In many cases, their services have been specifically commissioned to meet both the preventative elements of the Social Services and Wellbeing (Wales) and to deliver priorities established through Population Needs Assessments.

Additionally, partnership across a range of public sector services can be seen to have a positive impact on carers.

The examples cited within this document do not represent an exhaustive list of good practice approaches being implemented across Wales. There are many other specific examples of projects or schemes that have been effective. However, the below case studies are indicative of the types of approaches that have been shown to have a positive impact on carers experiences and outcomes.

For the purpose of this report areas of good practice have been broken down into 11 categories:

- Assessment
- Information, advice and models of support
- Respite
- Empowering carers and valuing carer voice
- Support for carers of people with dementia
- Support for young and young adult carers
- Identification and recognition schemes
- Hospital outreach and hospital-based approaches
- General practice
- Developing Partnership and professional’s knowledge of carer’s needs
- Training and activities for carers
Assessment

Carers Needs Assessments - North East Wales Carers Information Service (NEWCIS)

NEWCIS adopted a ‘what matters’ assessment in December 2017 with the intention of offering consistent assessment of carers receiving support through Social Services and NEWCIS as well as supporting delivery against new carer service outcomes.

Flintshire local authority commissions this service, funding 1 full time well-being officer (in Flintshire) however funding from the Big Lottery has enabled all the Well-Being officers to be trained to deliver Carers Needs Assessments.

The aim of the service is to provide a statutory assessment for carers in Flintshire to support them with their caring role. From April 2016 to date the service has offered 807 assessments and has received 585 referrals with a total of 298 carers assessments completed.

Over 680 home visits were made between March and Sept 2017/18 and 178 one to one meetings. All staff carrying out the assessments are qualified at level 4 or above and receive regular reflective practice supervision with registered social work or social care practitioners.

The service now provides proportionate assessments, so carers can be triaged based on their needs:

- Level 1, Information and Support (which accounts for approx. 21% of contacts);
- Level 2 which is telephone support and accounts for approx. 50% of contacts);
- Level 3 which is face to face support accounting for approx. 13%
- Level 4 which is carer breakdown (2%).

Levels 1 and 2 provide a What Matters conversation and Levels 3 and 4 automatically lead to a full Carers Needs Assessment.

Through this approach, carers have easy access to information, advice, signposting and assessment. Carers report feeling empowered to seek support to enhance their well-being with 80% of carers rating the 1 to 1 support they receive as excellent.
Enabling staff from a third sector organisation to carry out a Carers Needs Assessment has meant carers have a choice about who completes the assessment. Many carers, particularly those not known to social services or those that have been involved with statutory services for some time, may feel inhibited from having honest conversations with social workers, for a variety of reasons. In particular, parent carers can often feel compromised if the social worker they see is the social worker allocate to their child.

This approach gives carers access to impartial assessments with practitioners that have a working knowledge of specialised support and a good understanding of carers’ needs. Arguably the most crucial difference, and in many ways the most important, is the time allocated to carers as part of this process. Each carer assessment worker is given up to 8 hours to complete an assessment from start to finish including travel time.

Many carers reported a reduction in anxiety following assessments due to the range of support offered following the assessments which include but are not limited to: respite, advocacy, supporting co-ordination of care with other professionals, providing educational/work/training/volunteering opportunities and peer support. In 2017/18 the project has recorded the following outcomes for carers:

- prevention of delayed discharge (1);
- prevention of carer breakdown (65);
- supported during crisis (74);
- assisted with hospital discharge (1);
- prevented delayed discharge (1);
- improved carer well-being (52);
- access to carers grant (156);
- referred to bridging the gap and/or respite (308);
- bereavement counselling (4)

Having an open and honest conversation with carers takes time, often something statutory services don’t have. It means the conversation has the opportunity to start from a different place, taking the time to uncover and elicit what’s important to the carer, what they want from the process not simply offering an inflexible list of what support is available. The other advantage is that it avoids any distortion of meeting the needs of the cared for as opposed to focusing on the needs of the carer.
Joint Assessment Framework - Bridgend County Borough Council (BCBC)

BCBC has recognised the need for early intervention\(^{16}\) to ensure that:

- Children, young people and families’ difficulties are identified before they have reached a point at which a child’s development and well-being is seriously compromised.
- Having been identified early on, the scale and nature of these problems are properly understood and a plan for offering help is developed through a process of high-quality assessment, and
- Children, young people and families are then offered the help they need, in line with those assessments, accept it, and then either overcome their difficulties or they are offered and accept longer term support to help manage them.

To achieve this, professionals work in an integrated and multi-agency way and delivering services in the right locations based on the needs of the local area. To enable this, professionals use the Joint Assessment Family Framework (JAFF), to provide a one-model, one-process way of working which should be at the heart of all other assessments. This means that any service or individual presented with a child’s unmet need should take action or invoke the help of others, ensuring that everyone has a responsibility to act.

There is now a single referral form for assessments in the region which ensures consideration of whether a child is a young carer through a specific question on the form. This means services are much more joined up as issues can be picked up, and when young carer assessments are carried out other issues can be picked up including additional support that could help reduce the burden for the young carer. Relevant professionals can share information gained during the assessment to allow support to be better tailored.

Where a multi-agency response is required, the formation of a Team around the Family (TAF) is needed. A TAF brings together practitioners from across different services that work together to co-ordinate and deliver an integrated package of

support to meet the needs identified during the common assessment process. It is important that the child or young person and parents are also included as part of the TAF.

To support this strategy one of the actions specified was to “Develop a programme of interventions to meet the needs of young carers” by March 2015.

There is now a single referral form for assessments which ensures consideration of whether a child is a young carer through a specific question on the form. This means services are much more joined up as issues can be picked up and when young carer assessments are carried out other issues can be picked up including additional support that could help reduce the burden for the young carer. Relevant professionals can share information gained during the assessment to allow support to be better tailored.

**Information, Advice and models of support**

**Ceredigion Carers Unit – Coordinating hub model for information, advice and support**

The Carers Unit is hosted within the local authority. The work of the Carers Unit is embedded in the Local Authority Business Plans for Social Care and Customer Contact and reports through the Social Services Directors Report as well as providing a Carers Unit Annual Report to the Local Authority Healthier Communities Overview Scrutiny Committee and Cabinet, and its submission to Care Inspectorate Wales.

The Carers Unit acts as Coordination Hub for third sector, statutory and community partners, providing the underpinning foundation Information, Advice and Assistance (IAA) infrastructure to enable partner organisations to focus on the service delivery and 1-1 ongoing support. The Unit provides the development support for joint working and partnership initiatives.

This function includes a Carers Information Service, which coordinates the publication of the Carers Magazine and Carers Membership, develops and coordinates shared information resources, hosts the Carers Forum, facilitates joint Carers Events, and the Carers Alliance - a third sector and statutory providers group
which has been in continuous existence since 1999. 2019 will celebrate the 20th Anniversary of the Carers Alliance.

The Carers Unit acts as the bridge between all agencies and links directly with Carers ensuring that the local authority remains in a position to directly understand the themes and issues of the carer communities and use this knowledge to inform and direct service improvements internally and commissioned support externally. The model has been cited as one of good practice in Care Inspectorate Wales inspections. The Carers Information Service function is funded by the local authority within the Carers Unit and receives additional contribution through a Service Level Agreement (SLA) with the Hywel Dda University Health Board which enables an extended reach i.e. the Carers Magazine is provided to every GP Practice under the Investors in Carers Scheme and referral pathway for every carer to be provided with on registration.

The Investors in Carers Referral pathway provides for direct submission to the Social Care Porth Gofal (Gateway to Care) contact point and these forms are then triaged for access to Carers Needs Assessments, Carers Emergency Cards and Carers Information Service membership.

The Carers Unit overarching functions includes working with Social Care Commissioning to monitor existing service delivery and to encourage collaborative working between organisations. As a sub group of the Carers Alliance, a group has been working together the last 12 months to identify potential projects for joint bids or testing a concept. A bid was submitted to the Integrated Care Fund Caring Communities Fund to test the concept of Cookery Clubs with Carers following research. These commenced in autumn 2018.

As a result of the drive towards collaborative delivery, this year the Social Care Commissioning and Carers Unit have supported the development of a new specification for Carers support for award to commence in April 2019 that will encourage and emphasise collaborative working between third sector partners.

In addition to the Carers Magazine, Carers Forum Newsletter, the Carers Information Service within Ceredigion Carers Unit has developed the Carers Planning for Emergencies and Carers Emergency Card Booklet which is directly linked to the Social Care Porth Gofal service.
Carers Factsheets have been produced in conjunction with the Carers Forum and all new information developments are tested with Carers Forum members.

One publication that has proved pivotal for carers’ emotional wellbeing is the “Say I’m Fine and Mean it” book. It was developed in Ceredigion between the Carers Unit and Public Health Wales. It is now a regional publication which is soon to enter its third reprint.

At a 2018 Carers Rights Day event a carer commented:

“I noted from the publication you gave me “Say I’m Fine - and Mean It” there were some interesting books I would like to read. That publication in itself is priceless. How I identified with every single page. From now on that book is going in my handbag. It is a fabulous tool in itself.”

Under the regional Carers Information workstream Ceredigion are also exploring potential partnership opportunities for greater use of and dissemination of existing high quality national bilingual publications as part of the delivery of information on topics for carers relating to subjects such as medication management and hospital discharge.

The Carers Unit takes the lead and provides the county coordination for planning, promotion and hosting with partners. The Carers Unit undertakes leaflet drops in a targeted geographic area and supported by the local authority takes the lead in press and social media promotion for partners. In November 2018 the Carers Rights Day event was attended by 65 Carers, 8 individuals supported by the Carers, 25 professionals, 38 organisations provided stands, 3 workshops, 3 talks delivered.

A carers’ response to the Carers Unit:

“There is so much I want to say to you about The Carer’s Day on Friday.

“Firstly, I had no idea that so much help and support was out there and that I could access a lot of it. Opening that door was like a burst of colour from a very gloomy place indeed. If you remember you gave me a complimentary bag - that was the trigger for my tears and emotion. Nobody had given me anything for months and months and I didn’t realise how
isolated and withdrawn I was becoming. I find it incredibly difficult to ask for any help because I have never had to. From that day out I gleaned so much and realise now that it is okay to say I need help. If not to be used straight away then to store away for some point in the future.

“There was so much information on offer, I needed the bag to hold it all safe and that night I laid it all out on the bed and digested a lot of it. Absolutely fantastic. I didn't get a lot of sleep that night, but not from tossing, turning and worrying, but because I was buzzing from my day out.

“I cannot thank everyone for that day from the bottom of my heart.

“I feel more confident now to go forward armed with knowledge that I can use for myself and my Mum. . .”

Swansea Carers Centre – Welfare Benefits Service

Swansea Carers Centre Welfare Benefits Service offers Carers 1-1 appointments to provide expert advice and support when applying for benefits or grants. This helps carers cover the extra costs associated with caring, relieve financial pressures and help carers to continue in their caring role.

Many carers may not be aware of the government benefits and allowances they might be entitled to, or of many grants that are available. The service reports that a benefit check to ensure that the carer is getting their true entitlements takes no more than 10 minutes, is completely confidential and free of charge.

During the last financial year 1,488 welfare benefit checks were undertaken which resulted in 1,002 benefit forms being completed and 3.1 million pounds in benefits being gained on behalf of carers and their families.

Centre staff also advise and assist carers to claim any grants they may be entitled to. This can make an enormous difference to the lives of both the carer and the cared for person.
Examples of the grants the service has supported carers to obtain include:

- Funding to return to training after being out of work for many years as a primary Carer
- A buggy to allow a parent carer to safely take her severely autistic son out
- Riser/recliner chair to enable the carer to manage when her husband was discharged from hospital following a severe stroke
- Washing machine for a Carer looking after a family member who was doubly incontinent
- Additional respite to allow a carer to attend family events
- Moving costs to enable the carer and cared for to move to more suitable accommodation.
- Funding to enable the carer to learn Makaton to help communicate with her son
- Freezer to allow a Carer to buy food in bulk as she was rarely able to leave her home due to her caring role.

**Carers Wellbeing Project: NEWCIS**

NEWCIS’ Carer Wellbeing Project is a strong example of a partnership project which offers group activities, events, social breaks, training and short-term carer breaks at extra care facilities to carers across Flintshire, Denbighshire and Wrexham. The project has dedicated caseworkers from Citizen’s Advice and the Advocacy Service North East Wales (ASNEW). These case workers offer welfare advice and advocacy to carers and the project also offers a counselling service, both individually and within a group setting.

Working with ASNEW and Citizen Advice has enabled specialist support and advice to be extended to carers, meaning easy, responsive and targeted support at a time when they need it. One of the outcomes of the project has been to ensure that carers are more aware and better informed of their rights and entitlements with a primary focus on primary benefit and income maximisation. The issues dealt with as part of the Citizens Advice partnership include: debts, welfare benefits advice and help with budgeting. Within 6 months this year 450 issues were addressed and resolved averaging around 4 per carer.

The Welfare Benefits workers at Citizens Advice are funded by Big Lottery as are the Carers Advocacy posts in Wrexham and Denbighshire. Lloyds Bank Foundation have funded the posts in Flintshire. From the work with Citizens Advice alone, the amount of benefits previously unclaimed and the level of debt that has been written
off for carers, in the 6 months between April and September 2018, is more than £133,000 and £118,000 respectively.

Many carers face financial pressures because of their caring role, with as many as 6 in 10 having experienced debt\(^\text{17}\). As outlined in the Caring and Family Finances Inquiry report (2014) this can result in lasting financial hardship and debt, often made worse by delays in getting the right financial support and advice. This project\(^\text{18}\) provides a lifeline and the cost of providing it is more than offset by the return for carers both in monetary and well-being terms.

**Carers Package of Support – Neath Port Talbot**

Through various consultations with carers, Neath Port Talbot Carers Service identified gaps in service provision and support for carers including:

- Managing stress and other aspects of emotional well being
- Counselling Services
- Replacement Care for adhoc and emergency sits
- Practical Training
- Breaks from the caring role where mutual support could be accessed

Carers also informed Neath Port Talbot Carers Service that although it was recognised that services could be available in the community; the preference was to have the above service provision arranged by the Carers Service.

Conversations and planning took place with partner agencies and funding from the Welsh Government was secured enabling a carers package of support to be put in place.

The concept of the provision is to ensure that carers have choice over the type of support that best suits their needs as and when required. This package includes and complements existing services. All carers are offered a Carers Assessment; however, an assessment is not required to access any of the services available.

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\(^\text{18}\) Welfare benefits posts are supported by Carers Outreach Service, Swansea Carers Centre and Bridgend Carers Centre where similar financial returns for carers have been achieved

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The following services have been commissioned by Neath Port Talbot Carers Service to deliver various elements of the Package of Support:

- NPT Mind: - A fast track counselling service and emotional wellbeing workshops
- Seren Support Services and Modern Care: - replacement care
- NPT Council: - Manual Handling Training (there is no cost for this however they arrange it on behalf of the local health board)
- Red Cross: - First Aid Training

This approach has proven to be not only an early intervention and prevention model of service it is cost effective. It is efficient as the service does not need to use resources to employ staff; the funding is only paying for the services needed by carers. The project reports that it has been a model that is easy to manage and has had excellent outcomes.

**Case study**

Carer A’s wife was due to be discharged from hospital. The cared for had reablement arranged to go in for 6 weeks to assess the need, therefore a package of care had not yet been set up. The carer became quite distressed as he had his own consultant appointments to attend (3 in total), and it was evident that he could not leave his wife alone for any period of time. The Health Liaison worker from the NPT Carers Service was able to signpost the carer to the relevant Support Worker who was then able to ensure the replacement care was put in place. Modern Care accepted the request and carried out a 2 person sit on all 3 occasions. This was set up within 2 days, with no need to go through a bureaucratic process and involve social services. Modern Care now provides support for this carer to tend to his own health needs and have a break from his caring role one day month, when he spends time with his grandson.

**Monmouthshire Carers Project – an integrated approach to developing carers services**

Monmouthshire County Council identifies that carers are an integral partner in the provision of care. Whilst the Council recognise that the statutory duty of providing a carers assessment lies within the local authority, they have prioritised achieving effective and timely delivery of support for carers, through a partnership approach. Their intention is to ensure that carers are able to receive equity of access to resources that allow them to have a life of their own and if they so wish to continue to provide care.
There are a number of layers that make up that support for carers, which all fall under what is known as The Monmouthshire Carers Project. The Project is led by the Carers Services Development Manager, Carers Team, Monmouthshire County Council. The Monmouthshire Carers Project is the umbrella under which the Carers Team facilitates commissioned providers, the Monmouthshire Carers Strategy Group and carers to work together to provide information, advice, events, training and support for each other, carers, carers services, social care, health and other organisations. The outcomes the Monmouthshire Carers Project are working towards have been collectively identified and agreed by carers and young carers and published in the Monmouthshire Carers Strategy and Monmouthshire Young Carers Strategy.

The Monmouthshire Carers Strategy Group provides a cohesive implementation and delivery of Monmouthshire’s Young and Adult Carers Strategies. The group articulates the voice of Monmouthshire Carers through strategic membership across social care, elected members, carers, the third sector and health.

The Carers Team manage the commissioned carer services, and work with providers to ensure they deliver their services in line with the Monmouthshire Carers Strategy and Young Carers Strategies.

All Carers Services now have Service Level Agreements that were developed alongside providers to ensure they fulfil the outcome(s) identified by carers in their strategies. The monitoring of the Service Level Agreements is designed to reflect how systems for accessing and receiving support, reassessment of need and changes in the circumstances are effective for carers and ultimately ensure that barriers, and blockages in the system are minimised/removed collaboratively by both the provider, social services and the commissioner.

The Carers Team, 3 part-time Carers Support and Information Workers, work alongside the three integrated social care and health teams, offering advice on carers needs assessment. They undertake carers needs assessments when a team is unable to do so (ie conflict of interest if the team supporting the cared for were to undertake the assessment, the cared for is not known to social services or there needs to be a joint visit with a carer service provider who has a specialist knowledge ie Hafal, mental health).

The Carers Team Workers are attached to the GP surgeries within their locality and are working with practices to achieve Investors in Carers Award. Monmouthshire had
1 out of 13 surgeries achieving Investors in Carers Bronze Award in 2017, and to date in 2018 we have another surgery achieving the award and 6 other surgeries working towards it.

The Carers Team work very closely with Gwent Association of Voluntary Organisations and consider the Carers Co-ordinator at GAVO as a Carer’s team member. The Carers Co-ordinator facilitates the Carers Database, and co-ordinate and organises carers events and training. Carers do not need to have had a carers needs assessments to register themselves, and they receive twice yearly newsletters, have access to free social events during Carers Week, Carers Rights Day and events at other times of the year, free training, discounted leisure membership and pamper sessions and to receive information to support them as a carer. In 2017 1104 carers had registered on the database each receiving a newsletter and invites to training and events, with 299 carers accessing events and training. In 2018 numbers registered have risen to 1122.

Carers registered on the database and young carers have access to financial support for respite, short breaks, white goods that will help their caring role, driving lessons to help them become more mobile in their caring role, personal interest and educational training.

The Carers Team work very closely with the Young Carers Service and provide funding for activities, the Young Carers Forum and are the lead on the development and the strategic delivery of the Young Carers Strategy.

The Carers team have developed letters to ensure the integrated hubs, commissioned providers, and GP surgeries working towards or achieving Investors in Carers are able to provide information to carers, which includes:

- the Monmouthshire Carers Handbook
- the Emergency Planning booklet
- letters explaining what a carers needs assessment, and the carer’s right to ask for a needs assessment

Commissioned providers and integrated hubs all have letters offering support to a carer if the caring role comes to an end.

The Monmouthshire Project Carers Logo is used by and indicates where partnership is happening for carers. It allows all partners to show they are working together in Monmouthshire for carers. All partners are considered a resource for carers,
professionals and the Local authority and are constantly evolving and adapting how they identify, recognise, and support both carers and young carers.

Investors in Carers – Pembrokeshire, Carmarthenshire and Ceredigion

The Investors in Carers (IiC) scheme is a quality assurance scheme which has themed standards, an audit and certification processes and rewards, which recognises best practice in identifying and supporting carers.

It has been designed for use across a generic range of settings including:

- GP surgeries
- Community pharmacies
- Secondary schools
- Community hospitals
- Mental health wards, clinics and teams
- Third sector organisations
- Jobcentre plus
- Community projects

To demonstrate meeting the standards an evidence folder is completed.

At Bronze level the setting needs to demonstrate an awareness of carers issues and be able to identify, support and signpost them.

The Silver level demands the setting having an active commitment to the IiC scheme, through developing a proactive approach to supporting carers. Where appropriate, they must be able to demonstrate outcomes.

The Gold level demands demonstrating an advanced understanding of carers issues where the setting can be determined to have adopted a cultural change, developed a lateral approach to carer support, and can demonstrate clear outcomes.

The scheme is designed for any health, social care, third sector and any other organisation to ensure that carers are identified and supported at all ages and walks of life. There are currently 96 settings that have achieved Bronze level, 5 at silver and a further 60 working on their bronze level.
Respite

Provision of respite for carers who have a short-term health need – Carers Trust North Wales Crossroads Care

Carers Trust North Wales Crossroads Care Service, a service provider registered with Care Inspectorate Wales, have worked in partnership with Betsi Cadwaladr University Health Board to provide short-term respite for carers who have a short-term health need. This approach is designed to enable carers to maintain their caring role in the long-term.

The short-term respite service is available to carers who are experiencing ill health or when there are identified short term health needs.

‘Health needs’ can be wide ranging and include:

- Common Cold/Flu
- Viruses
- Long-term conditions
- Stress/Anxiety
- Recovery from an operation
- Attending hospital appointments and clinical treatments

Carers Trust North Wales Crossroads Care provides high quality respite care for up to 12 weeks per year, delivering preventative and practical support to enable the carer to maintain or resume their caring role.

Referrals are made by NHS staff including: Discharge Co-ordinator, Ward Managers, District Nurses, CPNs, School Nurses, Health Visitors.

This service was commissioned by the Health Board as it was recognised that many carers with health needs were unable to continue providing care to their friend or family member. This led to otherwise unnecessary and costly interventions by both health and social care services.

This service was piloted over a 12-month period during which a strong evidence base was developed for continued funding of the service.
This work has enabled carers to be engaged and involved in the planning and delivery of the services they need. The process has resulted in more co-operative pathways between health and social care professionals.

The following case studies evidence the impact of this approach:

**Case study 1**
Mrs T is 72 years of age and carers for her husband, they moved to Gwynedd when they retired, they have no family support in North Wales. Mrs T has poor mobility due to needing two hip replacements.

Mr T is 73 and suffers from Motor Neurone Disease, Diabetes, Heart problems, poor eye sight and has recently dislocated his shoulder. His poor health had made him very reliant on his wife and he was becoming increasingly depressed due to his demands on her and her own health problems.

Mrs T received her appointment for a hip replacement, but she was very concerned about how she would manage her husband’s care once she returned home. She visited her GP with the intention of cancelling her operation so her GP referred her to the Carers Trust North Wales Crossroads Care service.

The service was able to support both Mr and Mrs T with all aspects of daily living tasks. These included shopping, light domestic tasks, preparing meals and personal care support for Mrs T.

Mr and Mrs T had a contact number for service in case an emergency arose, as they were unsupported and lived in a rural area. Over the 12 weeks service, the hours of support were reduced as Mrs T’s health and mobility improved.

The support enabled Mrs T to recuperate after her operation and for Mr T to remain at home.

Without this support Mrs T would not have had her hip replacement.

**Case study 2**
Mr M is 74 years old and is the carer of his wife. He has recently been diagnosed with cancer and was undergoing daily radiotherapy treatment. He was advised that this intense treatment would make him feel very tired and unwell.
Mrs M is 82 years old and has had a stroke. She has double handed calls four times a day to attend to all her care needs.

Mr M requested support for someone to sit with his wife while he attended hospital for his treatment and also to remain within the home when he returned so that he could take a rest.

Carers Trust North Wales Crossroads Care attend their home for 7 hours per day for a total of 3 weeks, while Mr M completed his treatment and felt better in himself.

Mr M was able to attend for his radiotherapy treatment knowing Mrs M had companionship and was safe. He was also able to rest on his return from treatment.

Mrs M was able to remain at home and not have to be admitted into a nursing care placement.

**Bridging the Gap, North East Wales Carers Information Service (NEWCIS)**

Bridging the Gap Respite Scheme was launched in April 2013 as a six-month pilot scheme funded by Flintshire County Council and is now in its fifth year. This approach is designed to move away from traditional respite arrangements of fixed hours and days and offer a more flexible service that allows carers access respite hours when they need them. The scheme also provides for times of emergency or crisis allowing for a quick and flexible approach to delivering appropriate services when carers needed it most.

Moving away from traditional respite day services on fixed days and hours this service gives carers the opportunity to access flexible support for respite from one hour to a day, or overnight care, offering responsive care arrangements that suit individual needs and minimise the risk of carer breakdown. The scheme also enables an increased number of carers to access respite than previous commissioning did and at a much-reduced cost. Carers are allocated a voucher, after a carer needs assessment, which they can choose to spend with a number of providers to deliver respite care at the time they most need it.

Carers can access between 15-18 hours care every six months which could include up to 8 hrs day care (including lunch). In 2016/17: 226 carers accessed respite (some have received multiple allocations) and 334 respite voucher codes were
approved and allocated to a value of £200 which is the equivalent of 14 hours’ worth of respite.

In 2017/18 (March to September): 153 carers accessed respite (some have received multiple allocations) and 153 respite voucher codes approved and allocated to a value of £300 which is the equivalent of 20 hours’ worth of respite.

The scheme is growing year on year, with an additional 303 carers receiving a service in the last 10 months, at a much lower cost than previously. The numbers demonstrate how the scheme is a great example of working together with a voluntary organisation to increase the scope of a service and maximise efficiency.

Flintshire County Council (2018)

In a recent evaluation of the scheme 93% of carers felt it gave them more choice and flexibility when they required a break or respite, 94% of carers would recommend the provider they used, 90% of carers felt the scheme had improved their quality of life and 86% of the carers felt the respite support had helped avoid unnecessary visits to their GP.

During the development of the scheme consideration was given to the risk of services being overwhelmed by emergency situations. This has not occurred and the flexibility and success of being able to sustain carers in their own the scheme and embed this service into mainstream funding.

The scheme on average equates to a cost of £272 per carer, a saving of £902 a year per carer on the previously commissioned service. The scheme has now been extended to Denbighshire and Wrexham. Carers have access to a range of quality, flexible, imaginative and responsive support, including in times of crisis/emergency, which offers a more person-centred approach.

**Carer Caravan Breaks: Carers Outreach Service, North West Wales**

The Carers Outreach Service supports a large rural community covering Anglesey, Conwy and Gwynedd. The service identified that many carers were increasing struggling to pay for much needed suitable family holidays.
Through the purchase of two static caravans, funded via an initial start-up grant of £75,000, Carers Outreach have developed a scheme through which they can offer affordable holidays to carers and those they care for.

Carers registered with the service have the choice to book a choice of dates at discounted rates at the start of every season at the site at Hafan y Mor, Pwllheli, with vacancies then extended to carers from other areas. Any remaining places are offered to the general public at a higher rate. To date the caravan has been fully booked each season. After a year of operation, the caravans are now financially self-sufficient and provide unrestricted income to support the work of the carers service.

The caravan break service has allowed several carers to take a holiday whilst still being able to attend hospital treatment and appointments as ambulance pickups can be arranged. This was especially the case for a carer undergoing chemotherapy. The breaks have also allowed carers to ‘test’ holidays which has proven really accessible for those caring for something with Dementia.

_The break helped us to bond more as a family and I would even say that it helped to open the kids eyes to see what I do on a daily basis as a husband/father/carer; they’ve been helping out a lot more at home since the holiday._

_Carer_

Making holiday breaks affordable to carers can often be a lifeline. Many carers, especially those living with someone with complex needs or dementia may only have limited access to a break from caring or may be restricted to the types of breaks they can have due to their caring role.

Having accommodation that is easily accessible, adapted for care needs and affordable can makes a world of difference providing a welcome change of scene for carers and their families creating a sense of normality.

One of the families that used the caravan was a couple whose wife cared for her husband with Dementia. This was the first time she had tried going away since her husband was diagnosed. Whilst the break only lasted for 1 night, it allowed the couple to trial the break without having to worry too much about the costs which they wouldn’t have attempted to do otherwise.
Respite funds for individual carers – Ceredigion County Council

Under the Welsh Government Carers Respite funding this year it was agreed the Ceredigion Carers Unit would facilitate the development of a small Ceredigion County Council Carers Fund scheme for individual carers and groups of carers to access through application for a small “grant” to meet outcomes that support activities that encourage them to maintain a life alongside caring. After the detailed process to ensure Ceredigion County Council has a robust system that satisfies their audit processes, they launched a pilot scheme at Carers Rights Day.

Over the summer Ceredigion County Council held a social care focus workshop to discuss the scheme parameters and met with Procurement, Finance and Commissioning and researched examples of similar schemes of good practice across the UK.

A Carers Forum stakeholder discussion was held regarding what carers felt the scheme should support. The Carers Unit also held a Carers Alliance stakeholder discussion on the draft scheme. Following this the documentation was scrutinised from a Procurement perspective, with Data Protection to look at the GDPR, and audit process with Internal Audit. The documentation has been written under Readability principles in use of language wherever possible.

Applications to the Fund have already commenced and the examples echo the Carers Unit research undertaken into Carers wellbeing support needs.

As part of this process Ceredigion County Council have further developed an internal emergency, contingency & technology pilot support scheme within the Social Care and Health Porth Gofal (Gateway to Care) service. All new carers are now triaged in this service and where emergency support for a potential crisis is identified, this scheme will provide support in relation to potential carer breakdown.

Where the wishes of the carer and the service user is to remain at home – Ceredigion County Council will use this fund to provide a Sitting Service and Night sitting Service for a period of no more than 4 days/night allowing for a more appropriate longer-term service to be arranged. Porth Gofal will use the Emergency fund for any carer in crisis. Further work is planned to explore with carers the use of technology through tablets to increase their support network and reduce reaching a crisis point, with added links to Dewis, Info-engine, contacting Porth y Gymuned, and a link to Porth Gofal to enable access to immediate support. It is envisaged this will provide carers with a dedicated response to any issues that could result in a crisis.
Ceredigion are also exploring through the Carers Forum what carers would identify as a personal crisis and emergency and seek support for and ways the funding could be used to support that to encourage new ideas in co-production.

**Weekend support for carers of children and young people with complex needs – Carers Trust Carmarthenshire Crossroads Care**

Support for carers of children and young people living with complex needs has been funded by Carmarthenshire County Council via the Welsh Government Carers Respite Care Grant. Sadly, the project has recently closed because of a lack of long-term funding.

This project provided a programme of fun activities for children and people with complex needs to enable their carers, including young carers and young adult carers, to have a break from their caring responsibilities. The activities were held each Saturday utilising a local authority building unused during the weekend.

During an open day, parents informed Carers Trust Carmarthenshire Crossroads Care that they rarely left their homes during the weekend due to the complexity of their children’s needs along with their fears of the public’s views and comments and the stigma associated with disabilities. Some admitted that they didn’t bother getting dressed during the weekends as they knew they wouldn’t be able to leave their home.

The project provided valuable support for carers by delivering social opportunities in a fun and relaxed environment with the correct level of care and support for their children. Parents have told us that they do not feel guilty that their child is being looked after by others as the children look forward to attending due to the wide range of activities on offer.

Outcomes for individuals with complex needs include:

- Increased social contact to support the development of their social skills and confidence
- Improved emotional wellbeing of individuals by providing them with an opportunity to play in a safe and friendly environment
- Improved support to enable children with disabilities to participate in experiences
• Providing a platform for children with disabilities to develop and maintain friendships and community connections.

Outcomes for their carer include:

• Recognition of their caring responsibilities and their rights, as carers, to have a life alongside caring
• Reduced stress and improved wellbeing of whole family therefore contributing to their resilience and thus reducing the probability of a breakdown in their caring relationships
• Reduction of social isolation and loneliness for both carers, including young carers/young adult carers.

This project has enabled Carers Trust Carmarthenshire Crossroads Care to identify a need to provide additional support for this group of carers and the individuals they care for. Many carers identified that they’re grieving for the life that their children should be living and are finding their children’s teenage years particularly challenging as this is a time that typical children develop their independence.

Case study:
G, a 14-year-old boy with non-verbal autism attended the open day with his mother who was finding it stressful caring for him at weekends. She explained that she would like him to have social opportunities with his peers, however she said that he would not engage in activities and would prefer to be on his own with 1:1 support. With support, his confidence increased, and he was soon joining in activities and including a show where all the children demonstrated the circus skills they had learned the previous weeks. When asked at the club about friendships, he was asked whether B and D (who were participating in an activity with him at the time) were his friends? He nodded “yes” and smiled.

For G’s mother, she said that knowing that he was having fun with other children his age made the break enjoyable. She explained that it was very difficult for her to switch off when G is at respite as she is constantly concerned for his wellbeing. G attending the club allowed her to meet with friends and spend quality time with her 18-year-old son.
Comments from parent carers included:

“We’ve been able to spend quality time with our nine-year old daughter as she’s often overlooked due to the complexity of our son’s care needs.”

“He can’t wait to go each week! It’s allowed us to leave the home at the weekend as we know that he has somewhere fun to go where he can develop friendships. It’s so nice to see him happy.”

“My child asked whether there was club tomorrow. When I said yes, she said she was excited and couldn’t wait to go. That’s the first time I’ve ever heard her say that she was excited and looking forward to something.”

Empowering carers and valuing carer voice

Triangle of Care: Betsi Cadwaladr Health Board, North Wales

In May 2017, the Carers Lead Officer within the Betsi Cadwaladr Health Board brought together a range of organisations to identify ways to build on existing approaches to identifying and supporting carers. Together, they agreed to develop a formal pilot of the Triangle of Care across North Wales.

The Triangle of Care is an approach which was developed by staff and carers to improve carer engagement in acute inpatient and home treatment services. It offers key standards and resources to support mental health service providers that can be incorporated in their everyday practice, policies and procedures.

Betsi Cadwaladr University Health Board established a task and finish group, to undertake a range of tasks including:

- Mapping what Triangle of Care provisions were currently in place throughout mental health services across the whole health board
- Sourcing feedback from professionals and carers about how these services could be improved and built upon
- Supporting, extending and standardising the provisions that the Health Board already had and looking at future opportunities to continue to build upon this
• Presenting findings to Service User Experience and Mental Health Heads and ultimately help inform the work of the Patient Experience Group and the Mental Health Strategy

The Triangle of Care task and finish group brought together a range of professionals and experts from organisations including: Betsi Cadwaladr Health Board, Carers Trust Wales, Hafal and Caniad (a commissioned service that aims to deliver better health and wellbeing for the users of alcohol, drug and mental health services, their carers and their communities).

Since its inception, the group has completed audits with a multi-disciplinary approach including a health professional, carer and third sector representative, with very positive outcomes. Using the Triangle of Care self-assessment process, it was very clear from initial conversations with staff and carers that there was a need to improve awareness of carers, processes for engagement and training for staff.

As part of this, Betsi Cadwaladr were able to identify the need for a renewed focus on developing:
• clear pathways for carer engagement and inclusion,
• systems to follow once a carer had been identified to ensure they receive the right information and support
• processes to ensure appropriate consents were obtained and confidentiality protected and
• inclusive approaches to involving carers in the care and treatment planning process

Hafal and Caniad were key partners in supporting the completion of the self-assessments which, in most instances, involved staff and carers.

There were a range of approaches used to help allay any staff fears in completing self-assessments honestly, which was crucial to ensuring that the right support and training is put in place. For example, one unit actively encouraged completion of the audit independently by carers to offset any power imbalance, this not only helped compare perspectives but proved extremely insightful.

The Carers lead has provided training and support for all the pilot sites. This has included meetings with the Ward Manager and Carer Champion of each unit in turn. The meetings have been extremely productive and offered an opportunity to:
• scrutinise the findings from the self-assessments
• apply recommendations of how to improve on certain areas
• discuss how best to make changes to policy and paperwork to forge a legitimate carer pathway

Regular support, advice and guidance were provided throughout by Carers Trust Wales in relation to the approach, audit reviews and additional Triangle of Care resources.

Through commitment to the Triangle of Care approach, Betsi Cadwaladr has been able to deliver a range of outcomes which have had a positive impact on staff, carers and those they care for, including:

• A unified carer pathway within rehabilitation services
• Carers Champions in each rehabilitation unit
• Ward managers engaged with the initiative and involved at all levels
• Staff training around general carer awareness and the Triangle of Care
• Establishing a Rehabilitation Unit Carer Champion Network. This is led by the Modern Matron and the Carers Lead within the Health Board.
• Agreement from the units to adopt an amended a consent form created by one of the Home Treatment Teams to capture more detailed information about carers
• All Rehabilitation Units have taken ownership of the Triangle of Care action plan and are regularly updating with achievements.
• A Carer Welcome letter has been developed by the rehabilitation units which includes information on their rights as carers, how to access support and what carers they can expect from the service
• A commitment has been made by the units to slightly adapt the admissions procedure to include separate carer and next of kin sections
• A commitment has been made to record carer information within the continued Care and Treatment Plan notes and within part A of the Mental Health Measure Paperwork
• Notice boards have been developed within the units with local and regional information for carers
• The rehabilitation service is looking to alter the Care and Treatment Plan invitation letter to include encourage carers to submit their views on the return slip or via phone call if they cannot attend the meeting. This will standardise the inclusions of a carers’ views in the plan even if they cannot physically attend.

Whilst further analysis is needed, early indications and anecdotal evidence suggest that many staff and carers have benefited from increased opportunities to have open
and honest discussions. Additionally, raising awareness of who carers are and offering an insight into what carers can offer, has helped to build a rapport between carers and staff breaking down barriers.

Although some outcomes of the implementation of the Triangle of Care may take several years to evidence, it is already clear that staff are now actively identifying carers and ensuring that they comply with the carer pathway. Staff are continuously developing their local carer pathway and sharing good practice examples. Investment in this approach has had a positive impact on all involved, demonstrating the many benefits of partnership working.

**Carers Resilience and Wellbeing Project – Mid Wales Collaborative**

*Caring for the ‘Third Workforce’: Developing Resilience and Wellbeing with Carers* outlines the impact of The Carers Resilience and Wellbeing Project. This project is based on the original Resilience and Wellbeing Programme, which is a workforce intervention for frontline staff, who, due to pressures at work were perceived to be at risk of stress and burnout. Commissioned by the Mid Wales Collaborative and Hywel Dda University Health Board, the pilot tested whether the adapted programme could address known carer workforce issues associated with isolation, stress, and identity. A short film was created about this project.

The approach is based on evidence that suggests that carers are adversely affected when their resilience and wellbeing is impacted. The effects can remain hidden for some time. Because the signs are often cumulative, carers can fail to notice the decline in their wellbeing, not addressing their own health or wellness until they become ill.

The adapted programme, co-designed with carers, demonstrated significant improvements in mental wellbeing, a reduction in isolation, and adoption of skills that continued to be of use. Through the Carers Resilience and Wellbeing project, the authors were able to deepen their understanding of critical episodes in the health and wellbeing status of carers, and to find non-clinical interventions to sustain carer resilience and wellbeing.

An example of the use of ICF monies in Ceredigion is the expansion of the Carers Resilience and Wellbeing Programme. Phase 1 of the project: Carers in the Community was funded by the Mid Wales Collaborative and facilitated by the Ceredigion Carers Unit and Investors in Carers.
Building on this, Phase 2 was funded through a Carers Unit successful 17/18 ICF bid to run a Feasibility Study with staff from the Ceredigion County Council workforce and young carers through the Action for Children commissioned young carers service.

This study worked with carers in the Ceredigion County Council workforce and young carers through the Local authority commissioned young carers service looking at the adaptation of the model required to meet the needs of working Carers and Young Carers, and to explore the viability of designing a Train the Trainer model.

Phase 3 was a further successful ICF bid in 17/18 to promote and support to staff within the council and within a secondary school to come forward to train the first cohort of trainers to deliver the Carers Resilience and Wellbeing programmes in 2019 within Ceredigion County Council and Penglais School.

The training of the first cohort is now complete, and they have finalised their peer assessments. This cohort will then develop the programme delivery for Carers in the Ceredigion County Council workforce and act as champions to raise awareness, and Penglais Secondary School will deliver wellbeing support to young Carers and develop links through PGCE. A Showcase of both groups work is planned for late spring 2019.

The second and third phases of the project have been delivered in training the trainer and training the facilitator formats, this provides additional opportunities for sustainable return on investment for programme delivery in learner organisations for the future. The overarching design was to train others to deliver their own adapted programmes, the purpose of the programmes was not specifically designed to improve the mental, physical and emotional resilience and wellbeing of learners. Evaluation of the programme has however demonstrated that it has improved the mental wellbeing of learners and brought about positive personal and systems change.

All phases of this project have involved carers. They have also focused on ensuring sustainability through recognised learning routes which allows young carers to gain recognition for learning, and school and council staff engaging with CPD that enables them to cascade the programme into their own organisations.
Ceredigion has taken a proactive approach to physical, mental and emotional wellbeing of carers of all ages; working collaboratively and co-productively with the programme designer, Dr Dee Gray, and learners to develop and align this internationally recognised programme to meet local needs.

The approach has proved to be preventative in that it enables learners to become proactive about their own resilience and wellbeing; up-skills the workforce by contributing to CPD in a cascade sustainable format; focuses on outcomes through the identification and monitoring of personal change and systems change.

In addition, Ceredigion is the pacesetter county to report back the West Wales Carers Development Group Delivery Plan and West Wales Care Partnership Board regarding the outcomes with a view to the potential for a subsequent regional roll out of the programmes, potentially as part of a theme of the Transformation Fund developments. A further community programme is also under bid development as a collaboration between Ceredigion County Council and the North Ceredigion GP cluster.

The Carers Resilience and Wellbeing Programme has been cited as an example of good practice on the SCIE Wales Hub for Social Care Wales.

**Dyma Ni Carers Transition Project: Swansea Carers Centre**

The Dyma Ni project, funded by Big Lottery, was delivered in Swansea in 2016. The project supported parent carers of young adults aged 14 – 25 and worked with service providers to improve the delivery of parent carer health and social care. This contributed to making services more responsive, accessible and appropriate to their and their child’s needs.

Dyma Ni provided parent carers with advocacy support; information sessions; and accredited training as well as offering sessions for service providers on transition. The intention was to ensure that parent carers were more informed and involved in the life of their community and therefore more able to:

- influence policy and decisions about services that involve them
- work together with service providers to improve the delivery of parent carer health and social care needs, making services more responsive, accessible and appropriate to their needs

[19](https://www.scvs.org.uk/cv-dyma-ni-carers-transition-project)
• ensure that parent carers have a voice and are more able to work together with service providers to design, deliver and improve health and social care services.

A carer-led training package for professionals was also developed.

In 2016 a number of carers completed a peer advocacy training course and successfully completed training in Independent Advocacy Level 2. Although the project has now ended, carers continue to attend and contribute to a range of planning and strategy groups, including: ASD Strategy Group, Co-production Implementation Group, Disability Strategy Group and Children and Young People Provider Forum.

Dyma Ni is an excellent example of the value of supporting carers to be actively involved in co-production of services. The skills developed by the carers through the project have had a sustainable impact, continuing beyond the end of the project, ensuring that there is representation of the parent carer voice in the planning and design of services. The parent carer group continues with a focus on options for their children, post education, carrying out research on approaches used elsewhere and the most effective way of translating that into practice.

**Supporting carers of people with dementia**

**Dementia Support Service: Carers Trust North Wales Crossroads Care**

Commissioned by Betsi Cadwaladr Health Board, the project offers practical and emotional assistance to people and their carers across north Wales who have recently been diagnosed with dementia.

To provide this support, Service Co-ordinators have been embedded within the memory clinics across north Wales working closely with the memory service staff to provide timely and accessible support.

A project lead has also been appointed to renew focus on streamlining support across all areas to ensure an equitable service is offered across North Wales. Co-ordinators are now linked to the west, east, central Conwy and central Denbighshire.
Since October 2016 Service Co-ordinators have received direct referrals from a range of professionals including: Memory Clinic Consultants / Doctors, Memory nurses, Occupational Therapy team members and Mental Health team members with the intention of ensuring that all patients diagnosed with dementia receive information and support if they want it.

In the first 7 months of the project the total number of referrals received was 396. In 2017-18 this rose to 791. In 2017-18, after initial contact was made, 51% of individuals referred accepted the offer of a home visit. Others declined a visit or felt they didn’t need any support at that time. In these cases, information was sent through the post with the Dementia Co-ordinator’s contact details to enable the individual to make contact again in the future should they feel they need assistance.

As the service developed it became apparent that the Dementia Service Coordinators were key to the success of the service and so their roles have evolved, and their hours increased to meet the needs of individuals using the service. The Co-ordinators assist in various ways including:

- planning for the future
- emotional support
- advice on money and finances
- signposting
- information on social activity groups
- home visits

As well as every patient being assigned to one of the Service Co-ordinators, the service also has Dementia Support Workers working in communities across north Wales. Part of their role is to facilitate monthly peer support groups ‘Taith Ni’, where carers can get information and advice on social activities, access to cognitive stimulation therapy, wider support networks, respite care and local events.

An average of 25 - 30 individuals attend each Taith Ni and this number is growing. For those unable to attend the groups due to personal choice or mobility issues support workers are able to offer Cognitive Stimulation Therapy, at home (usually 8-12 weeks).

Before the Dementia Support Service was commissioned, people with dementia were given their diagnosis following the process of assessment. They were not reviewed for 3 – 6 months unless prescribed medication. The impact of the diagnosis on the individual and the person that carers for them, at whatever stage of the condition, can be profound. Since October 2016, every person in North Wales newly
diagnosed with dementia has been offered the opportunity for an initial home visit, and further information and support available under the project.

Carers have described that having someone to sit and discuss their worries and concerns with has had a very positive impact on their lives. The information given at diagnosis can be overwhelming. Having someone there that can support carers to navigate and filter the information as they need it, has been of real benefit. The opportunity to meet socially has also proved to be a strength of the project. Carers report the social aspect, meeting other carers going through the same experience has been really empowering and helped reduce the feeling of isolation.

Karen came along just at the right time when things were getting complicated in terms of the level of care we needed. Mum and Dad are keen to continue living in their own home and we all wanted to help them with that. But at the same time our concerns were growing about their safety. Karen came up with some solutions which have helped them retain their independence, but also receive the help they so urgently needed.

Carer, North Wales

When Gwenno made us a home visit we were very surprised at the help and support we were able to receive. We are always made to feel welcome at the Naith Ti meetings and have learnt so much meeting with other carers knowing we are not alone. We couldn't have coped otherwise, it is the highlight of our week.

Carer, North Wales

Crossroads has helped me by being able to talk about it openly and in the meetings saying how I feel without feeling guilty.

Carer, North Wales

Research, which has involved Professor Bob Woods from Bangor University, shows that people with dementia and their families often want one point of contact when they needed support or had a problem. This service provides one point of contact with their who will deal with the problem either by signposting to the appropriate
people or directly intervening if this is required. It gives peace of mind and stops feelings of isolation and panic.

Support for young and young adult carers

Young Adult Carers Project – Carers Trust Carmarthenshire Crossroads Care

Carers Trust Carmarthenshire Crossroads Cares’ Young Adult Carers Project provides support to carers aged 16-25. Through this project, young adult carers can access a dedicated keyworker to provide one-to-one support at home or in the community who can provide individually tailored support plans with a family-based approach. The project also provides information on carers’ issues, life skills groups such as confidence building, health and well-being; access to other services which can offer support; help with grant applications for short breaks and bursaries and peer support.

Peer support takes the form of fortnightly youth groups, monthly trips and skills-based workshops. The project was launched as a pilot in 2016 with a target of 30 carers but by the end of the 18-month period the service had worked with 112 young adult carers.

The project was initially funded through a Carers Trust grant. Since April 2017 the project has been funded by the Waterloo Foundation, the Sobell Foundation and smaller grants for trips have been secured through Awards for All and the Respite Care Grant. Any funding shortfall is currently being met through Carers Trust Carmarthenshire Crossroads Cares’ reserves. The service now has 180 young adult carers registered. Young adult carers have created a film about their experiences and report a number of benefits to attending the service which include having time to socialise, the huge benefits they gain from the emotional support and above all having an environment in which they feel safe to express themselves.

By providing a safe environment, the young adult carers have not only received emotional and social support, it has also provided them with a voice. In 2017 the group petitioned the Welsh Assembly around greater flexibility for Young Adult Carers with their Education Maintenance Allowance, so college attendance was more achievable. They also petitioned Parliament to amend restrictions to Carers Allowance which means that carers in education for more than 21 hours per week are unable to access it. The young adult carers were supported to speak at events
about their petition and they participated in TV and radio interviews, helping to build skills and confidence. There are further broadcasts, documentaries and short stories currently being filmed, which again, give the young carers a voice.

**Young Carers Life skills project – YMCA Cardiff**

The life skills element of YMCA Cardiff’s Young Carers project has been running since 2014. YMCA Cardiff identified that some young carers struggle with developing life skills such as confidence and social skills. Through the project they provide life skill development through a variety of methods, 1-2-1 support, courses, group sessions and small projects.

The courses and group sessions they have provided include activities on confidence, healthy eating, healthy relationships, interview skills and more. These offer the young carers a chance to explore areas which they may be struggling with and ensures they are equip with skills to keep them safe, healthy and realise and reach their full potential.

YMCA have developed a young carers youth forum called PAVE (providing a voice for everyone) who raise awareness of young carers and work on small projects to support the carers in Cardiff and the Vale of Glamorgan. They produced an App called ‘Starter Chef’ to help the young carers to cook cheap, healthy meals, as some take on this role.

They have created 2 booklets one for young carers to use in schools and one for use at home. The Survival Guide allows them to record their experiences and achievements from being on the project. It also includes information on budgeting, some colour therapy and case studies of other young carers. The Helping Hands booklet can be used in schools where young carers can record why they have been late or unable to complete homework. The PAVE members wanted to resolve the issue of constantly having to explain to each teacher and so created this booklet, with the aim to improve school experiences.

Knowing that young carers could potentially receive lower grades, YMCA also offer accreditation through – The Youth Achievement Awards, Get Cooking and Agored courses with Adult Learning Wales.

All of the young carers involved with the project have developed skills and confidence not only with their caring role but with them as young people. The life skills project has been a great success and with a co-production model, the young
carers are always coming up with new ideas to improve the services and support for others in Cardiff and the Vale of Glamorgan

Young Carers in Schools – Carers Trust South East Wales

Carers Trust South East Wales were commissioned by Cardiff and the Vale Partnership and Aneurin Bevan University Health Board to undertake a scoping exercise capturing the support available for young carers in schools and to test the feasibility of using the Young Carers in Schools Programme\(^\text{20}\) to devise a regional award scheme.

With continued funding from Cardiff and the Vale Partnership and Aneurin Bevan University Health Board, Carers Trust South East Wales employed a dedicated Schools Development Worker to support the schools and roll out of a Young Carers in Schools Programme providing support, training focused around schools achieving ‘The Basics’ level of the self-assessment.

Of the 60 schools initially contacted 56 returned the initial survey indicating that schools are keen to develop their policies, systems and processes to better identify and support carers within the school environment. All schools that responded to the initial survey were contacted and offered support to work towards the programme. Currently, 34 Secondary schools across Cardiff and the Vale of Glamorgan and Greater Gwent and 5 Primary Schools across Greater Gwent are participating in the Young Carers in Schools Programme.

As part of valuing carers’ voice Carers Trust South East Wales has recruited and trained a number of young carers from four counties to form a Young Carers in School Peer Review Panel. This provides schools the opportunity to submit evidence from their self-assessments to be validated.

So far, 15 schools have achieved ‘the basics’ of the Young Carers in Schools Programme. 1 school in the Vale of Glamorgan has achieved ‘Beyond the Basics’ These schools have also been awarded a plaque in recognition of their achievement.

Outcomes of the work in Cardiff and Vale captured echo that of a national pilot that was delivered in pilot schools across Wales in 2017. These include:

\(^\text{20}\) http://professionals.carers.org/Young-Carers-in-School-Wales
A significant increase in the number of young carers being identified by up to 1400%
Improved communication and links with external support agencies such as young carers services
Increased awareness and profile of young carers with teachers and governors
Changes to school processes and protocols

Additionally, it is important to note the positive impact the peer review process has had on the young carers involved. The difference made for the young carer peer reviewers includes: improved confidence, recognition of their skills and caring role, having opinions and experiences valued, having a sense of purpose and achieving a new skill set.

1 young person has worked with his school’s operational lead to devise a presentation which will be delivered to Year 7’s and 8’s. Being part of the Peer Review Panel has given him a sense of ownership over his home situation and what he has to offer as a young carer, he has gained confidence in delivering information to staff and students on being a young carer.

**Wrexham, Conwy and Denbighshire (WCD) – young carers service**

WCD offers a range of support services to young carers across Wrexham, Conwy ad Clwyd. 965 young carers are registered across the region, with referrals increasing on a regular basis and 81 young carers on a waiting list. Young carers can access 3 levels of support:

- Young carers who receive information via the website, newsletters, members of a closed Facebook group etc., who know where they can turn if more support is needed. Digital communications are enough for some young carers
- Young carers who are registered with the organisation as members but may not actively attend a group or access services
- Young Carers who attend projects and are more active in the service, attending trips, activities and accessing 1 to 1 support

Young carer groups are well attended with good feedback received. These provide a good opportunity for young carers to relax, access peer support and other forms of support. The organisation also provides 1 to 1 support as it is important that young carers know they are there. Young carers usually stop attending a project of their own volition when they no longer need the support or are supported in other ways,
viewed as a positive development. Their situation is reviewed and then they are recorded as needing a lower level of support. As they remain registered it is easy to increase the level of support if the young carer’s needs change, so they can be reassessed without going on a waiting list.

The lack of transport availability can be a barrier to young carers attending groups if they live in a rural area or the activity is to take place in a rural location. Transport is provided to/from projects or activities where possible for those who need it, for example if an adult is providing care and can’t transport the young carers.

A Facebook closed group is used to ensure young adult carers are informed about upcoming activities, so young adult carers can get involved if they want to. Young adult carers can also access online support through Facebook. Wellbeing topics can be shared.

Welsh language as a first language can be supported and one project has recently registered an ethnic minority family. This means being aware of dietary needs and ensuring an interpreter is arranged in advance if meeting the family to ensure the young carers don’t have to perform this role.

**In-house young cares services – Torfaen**

**Torfaen County Borough** Council’s services for young carers are run by a Young Carer’s Social Worker who carries out young carer assessments and manages a case-load of around 80-100 young carers. The young carers are assessed as set out in the Social Services and Wellbeing (Wales) Act 2014 and all young carers have a care and support plan, which is reviewed at least every six months.

The service provides 1 to 1 support and runs young carer groups across 3 age ranges with the support of sessional workers. Young carers also attend clubs and events run by Youth Services and local authority activities during school holidays. This means young carers can access peer support but can also build and maintain relationships with other young people who do not have caring responsibilities. Support can be provided to minimise the effect of caring duties on the young carer’s education since the Young Carers Social Worker can liaise with colleagues in other departments. Young carers access support for as long as it is needed up to the age of 18 allowing them to build long-term relationships with other young carers and support staff.
Torfaen County Council reports that providing the service in-house gives several advantages:

- Consistency of service support, since the service is not outsourced, and management is not transferred to different providers following tenders. The Young Carers Social Worker post is permanent and not reliant on external funding, ensuring a more sustainable service.
- Where appropriate, the Young Carers Social Worker can access data held by other social workers, community connectors or local authority officers involved in supporting the young carer or their family.
- The email directory can be accessed to enable contact with colleagues in other departments. This enables the Young Carers Social Worker to easily contact different departments, ensuring the Young Carers Social Worker can make referrals and carry out joint visits with the worker who is supporting the cared for person, enabling a more family-focused preventative approach to young carer support.
- Data can be collated for reporting purposes from a single system.
- There is no requirement to formally report on progress or the attainment of targets as there would be if the service were provided by an external organisation.
- The Young Carers Social Worker can make referrals to CAMHS or other service if the young carer needs specialist support.

**Swansea Young Adult Carers Service – Swansea Carers Centre**

The Swansea Young Adult Carers project runs a twice-monthly youth club to give young people a break from their caring role which includes a range of activities, tailored 1-2-1 support, and peer support.

Over 110 have been supported since September 2015, with 52 young adult carers actively supported by the project. 12 Young Adult Carers regularly attend the group and all of them receive one to one support and help with a variety of issues associated with their caring role including education, finances, housing and emotional support.

The project also provides a range of trips and activities allowing young adult carers to attend various indoor and outdoor activities based on what they have asked for. In the past this has included gorge walking, paintballing, Winter Wonderland and a
confidence and wellbeing workshop. Transport is provided where required or bus fares refunded.

There is a closed Facebook group to keep young adult carers informed about what’s going on and young adult carers can also gain information and support by calling or messaging a dedicated mobile phone.

Identification and recognition schemes

ICare card – Powys
The iCare Card, delivered by Credu, offers recognition for carers of all ages in Powys in a range of settings. For young carers this has also proved useful in both education and healthcare environments.

The scheme has been in operation for 5 years and Credu identify a specific success of the scheme to be improved recognition of young carers within school environments. Success has only been limited by capacity to promote the card more widely and to engage more professionals and organisations.

As well as recognition, the card scheme offers perks for carers, through offers and discounts from local businesses. These include: fitness and leisure, theatres, health and beauty, food and drink, learning and discovery and shopping. The development of the card has been led by Powys council and it now forms part of the contract specification they have with Credu. As part of this specification Credu’s support staff and outreach workers provide the card to any carers who are registered with service.

The card contains basic information, including a photo and date of birth. It has a 3-year expiry date and to renew the young carer has to provide an up-to-date photo and remain registered with the carers service.

Credu suggest that uptake of the scheme could be substantially increased if they had time to promote it to professionals and carers. At the moment, more than half of referrals to the scheme are self-referrals and Credu identify that if closer working could be achieved, particularly with health, more carers could be signposted to carers services for an ID card. This would also prove a useful opportunity for support workers to discuss their needs more broadly and to ensure they are able to access other support as appropriate.
Carers value both the reward and recognition elements of the iCare card. In particular, the discounts to leisure services help to improve physical activity and to reduce loneliness and isolation amongst the caring population.

**Hospital outreach and hospital-based approaches**

**Carers Support Officer**\(^{21}\): Carers Outreach Service, North West Wales

Betsi Cadwaladr University Health Board and Gwynedd Local Authority have funded an outreach staff member from Carers Outreach Service based at Ysbyty Gwynedd. The aim of this post is to help carers to navigate the discharge process ensuring that they have the information and support they need before and during discharge. The service is there for both carers of patients and to carers who are patients. The outreach worker works closely with Social Services teams and health workers to ensure that carers are identified, involved in decision making and are happy with discharge plans.

One of the main successes of this post is its establishment as a prominent service within the patient flow office. Being fully operational and embedded within the discharge process has meant a speedier handover process and support offered to carers without the need for health staff referrals or single point of access referrals to the local authority.

Over 400 carers are supported each year, with referrals averaging 30 per month. Evaluation of the approach showed that:

- 100% of carers felt better informed following the intervention
- 96% found the support they received helpful
- 81% believed that the support they received would help them to be able to continue their caring role\(^{22}\).

Comments from unpaid carers highlight the importance and impact the service has:

\(^{21}\) Similar posts are also working across Abertawe Bro Morgannwg University Health Board in partnership with Bridgend Carers Centre; Swansea Care Centre and Neath Port Talbot Carers service

\(^{22}\) extracted from the annual evaluation responses completed by carers who have been supported by the Hospital Facilitator
I was at my wits end and TW was a great support, above and beyond her job description. She arranged a break for me and visited my husband on the ward while I was away. Without her I would not have been able to get out. As I have no family locally all the burden of caring is on me and I really appreciate the help I got. Becoming a carer is a life sentence your life becoming subordinate to others needs.

Carer, Ysbyty Gwynedd

The information regarding my dad's care and future was excellent. Following my meeting with TW I viewed a few homes locally that were very professional and gave my dad the best possible care in the last few weeks of his life. TW explained and supported me to feel confident in making the right decision.

Carer, Ysbyty Gwynedd

Hospital discharge still remains a source of anxiety and confusion for many carers. One of the key successes to this post is that carers are identified early and provided with the advice, support and the information they need. Part of that success is due to the placement of the carer support worker in the discharge team. It facilitates early discussion, it keeps the focus on the carers and its visible. Working within the hospital discharge team means that carers are seen at source whether they are in-patients or patient carers.

Discharge is a process and not an isolated event. It has to be planned for at the earliest opportunity across the primary, hospital and social care services, ensuring that individuals and their carers understand and are able to contribute to care planning decisions.

Families and carers can play a significant role in helping adults with social care needs return home after a hospital admission. It is therefore important that they are involved in decisions about the person they care for's discharge plan, if they and the person they care for agrees, providing information about the person's needs and circumstances beyond medical conditions or physical needs. This means discharge planning can be more comprehensive and may reduce the likelihood of the person being readmitted to hospital.
John’s Principles Campaign – Cardiff and the Vale University Health Board

In November 2014 Nicci Gerrard and Julia Jones founded John’s Campaign. The campaign’s simple statement of purpose lays the belief that carers of people living with dementia should not just be allowed but should be welcomed in the involvement of the care of the person they care for.

In recognition of the important role that all carers undertake Cardiff and the Vale University Health Board wanted to ensure that all carers have comparable support to that of people living with dementia. The Health Board also recognised that carers can become exhausted and should not be made to feel guilty if they choose not to visit for long periods.

Therefore, it was decided that the Health Board would sign up to the principles of John’s Campaign and develop their own priorities principles and promises. This work was undertaken with input from Clinical Boards, Third Sector and carers themselves and through consultation they developed the Health Boards ‘Four P’s’ which have been incorporated into a poster and more detailed leaflet. Ensuring that the principles adopted were affiliated to the ‘Social Services and Wellbeing (Wales) Act 2014’. The elements are;

1. **Priority** – early identification of carers

2. **Principles** – ensuring a carer voice, and that they are informed and communicated with

3. **Our Promises** - that carers can continue their caring role if they wish e.g. in mealtimes, personal care and medicines management etc.

4. Finally carers **Please** – respect other patients privacy, ward issues and tell us if you need our help and support.

Due to the complexities of the acute wards and across the Health Board it is anticipated that it may take some time to embed the principles of the campaign on all wards. Therefore, it was decided to pilot the campaign in a few areas, ensuring that the ‘Four Ps’ were fit for purpose and workable at a ward level.
In February 2018 the Health Board launched a pilot whereby the principles of John’s Campaign are being trialled in seven areas, across three Clinical Boards, at four of the Health Board sites. Each area nominated staff members, a registered nurse and a healthcare support worker to become Carers Support leads and these staff members received carer awareness training and provided with an information reference pack.

The campaign aims to raise awareness of carer including early identification, help the Health Board to understand their carer experience and will improve the knowledge base of staff. The pilot proved successful with staff in all areas embracing the campaign, acknowledging the vital role that carers undertake. Since the evaluation of the pilot the second phase of the roll out has begun and a further eight wards have come forward to be involved in the campaign and training of their Carer Support Leads has begun.

**General Practice**

**Primary care training and accreditation – Cwm Taf University Health Board**

Cwm Taf University Health Board has prioritised the development and implementation of a scheme which supports GP practices to develop their Carer Awareness and ways of working to support carers.

Cwm Taf are in the process of implementing an accreditation scheme with Agored Cymru within in GP practices. Part of this work includes ensuring the provision and updating of a carers noticeboard for patients and recording which patients are carers.

Each GP surgery also has a Carers Champion who is a point of contact for Patients and staff to signpost to carers services. Carers Champions receive relevant and timely information for them to disseminate through their GP practice.

To date, the Health Board has recruited over 400 Carers Champions throughout Health and Social Care and the third sector, ensuring Caring Awareness is embedded into various departments and organisations.
Cwm Taf University Health Board have information stands promoting information to carers at the Royal Glamorgan Hospital, Prince Charles Hospital, Ysbyty Cwm Rhondda, Ysbyty Cwm Cynon and Keir Hardie Health Park for Carers Rights Day. Patients and staff at the stands received resources such as ‘Carers A to Z booklets’ and information signposting them to other support agencies.

Carer Aware training is also carried out for Health Promotion Champions in Pharmacies.

To assist Carers Champions, leaflets have been produced to support them to have meaningful conversations with a carers.

This approach has helped to raise the profile of carers in a range of healthcare environments and to provide healthcare professionals with the knowledge and tools to support them appropriately.

**GP and HealthCare Setting Carers Accreditation – Cardiff and Vale University Health Board**

For many adult carers, the first place they contact for help and support is their GP surgery. This often means that GPs and other primary care staff meet carers a long time before there is a social services involvement. Therefore, Cardiff and the Vale University Health Board has worked with Carers Champions in GP Practices to provide staff and patients with relevant and up-to-date information about their rights and support they can get as a carer.

To improve access to information and raise awareness of carers, among community services, ensuring early identification, in 2015 Cardiff and Vale University Health Board, in partnership with both local authorities developed a Carers GP Accreditation Scheme. The scheme has a set of criteria that GP Practices need to achieve to obtain recognition for the recognition and support they give to carers.

The criteria covers the five main themes as follows:

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

The bronze/basics award includes the following key actions:

- Assigning a champion/lead member of staff to understand carers and their needs
- Developing and maintaining notice boards and online information regarding carer’s issues and support available to them.
- Putting in place mechanisms to identify carers.

In the last three years 42 GP practices have engaged with the accreditation scheme with thirty having achieved the bronze level accreditation across Cardiff and the Vale.

In 2018 the Silver level criteria for the scheme was agreed. The emphasis on this level is practices proactively identifying their carers, looking at their demographics and tailoring their information to suit the population, working with third sector organisations and taking a whole practice approach to training of staff on carer awareness. So far, three GP Practices across Cardiff and Vale have achieved the silver level accreditation.

In addition to the work in the GP Surgeries, a Health and Social Care Accreditation has been developed. Six areas across health and social settings have been identified for the pilot and meetings undertaken to explain the process and outline expectations. Criteria for this accreditation are consistent with the Young Carers in Schools award and GP Carer Accreditation themes in use within the region with a slightly different focus.

**Developing partnerships and professional’s knowledge and understanding of carers needs**

**Supporting partnership working – Ceredigion**

The Carers Unit in Ceredigion facilitated and hosted an event to bring statutory sector practitioners together with third sector partners. “Meet the service Provider - Speed Networking Event” for Professionals, took place in advance of Carers Rights Day November 2016. This event was an innovation to get all sectors talking to each
other and aware of the importance of and approaches to supporting carers at the advent of the Social Services and Wellbeing (Wales) Act 2014.

There were predominantly two groups in attendance: third sector organisations or projects, named Service Providers who spoke about the services that they deliver in the community from their own market stand. They pitched their services to the second group who were the Listeners who were made up of social care and health care staff from Ceredigion County Council and Hywel Dda as well as a number of other Officers from Coleg Ceredigion and one GP surgery. The format of the event took the form of speed networking, which enabled the Service Providers, to deliver a brief 3-minute pitch about their services or project to the Listeners who moved around the room from one stand to the next on the sound of the bell until all Listeners had had the chance to hear every Service Provider’s pitch in the room.

A total of 71 people attended the event: with 21 organisations 'selling' their projects on the day to 38 Listeners as well as event organisers. Feedback from the event was overwhelmingly positive:

“Varied/ many service providers. Short but informative snapshots of the services offered. Valuable information that can and will be shared with service users and staff.”

“Having the time to meet and get information on all the services available (not just picking up leaflets), being aware of who to contact if unsure.”

“Can it happen at least bi annually? This knowledge of services is valuable to me to support seek-most appropriate support for individuals.”

The event was funded through the Regional Carers Transitional Funding.

There are plans to repeat this approach to information sharing in 2019 in conjunction with Health Social Care and Third Sector partners.
Coaching Young Carers Workers: Credu, Powys

An Introduction to Coaching Approaches with Young people was commissioned by Powys Carers Service (now Credu) and funded by Carers Trust in 2016. Adding coaching to the skillset of practitioners working with young carers and young adult carers was identified as a promising approach to improving engagement with and outcomes for young carers.

The training comprised of three modules, delivered to seven staff, over a total of 3.5 days between April and June 2016. The course included three modules:

- New insights to Young Peoples’ Development, focusing on teenage brain development and how that impacts on the capacity and response of young people to various elements of their lives how effective responses, including coaching, can support, enable and empower.
- An introduction to Coaching Approaches included the introduction of a coaching model and mindset and reflective, supported practice of the key skills underpinning the approach.
- Applying the coaching approach to work with young people focused on using a coaching approach with young people to support their development, aspirations and goals.

The course was bespoke, designed specifically for staff supporting Young Carers and was delivered by two qualified, experienced coaches, who also had a proven track record of training both Youth work staff and young people over many years.

An evaluation showed compelling evidence of the impact this training had on all seven participants from increasing their knowledge of young people’s development to increasing their confidence in using coaching as an approach to effect real change. The coaching focuses on key questions to help focus the conversation and support young adult carers to come to their own conclusions and take control.

I have worked with young people for 20+ years but had no real idea of what they are all about. This should be compulsory training for anyone working with young people or those in a support/guidance/advice role.

Young Carer worker, Credu
This course has really helped me reflect on my own practice. I feel more equipped to work on even the simplest issue knowing the coaching principles to reach a better outcome.

Young Carer worker, Credu

Young Adult carer workers have seen a change in response from carers since using this approach and have completely changed the focus of support and intervention from one of doing to, to doing with.

Thanks for helping me get to college, I’ve really appreciated coming to speak to you in school when I’ve felt low and upset, you helped me to realise I could go to art college if I wanted and work out what I needed to do. Now I’m here and I love it! Thanks again.

Young carer, Powys

Martine will always ask me what I want to talk about and take the time to listen. She always smiles and is very approachable and helps me to think of options to overcome certain situations.

Young Adult Carer Mid Powys

The course is now an integral part of the training for Young Carer workers and is delivered as part of the Team Leaders post.

This has made a huge difference to the way the service operates changing the main focus of the work from activities to one of active listening and more in depth 1 to 1 coaching. Whilst having an opportunity for social activities remains an important part of the role and something which young adult carers enjoy, the real added value is the long-term impact of the coaching mentality, that young carers are being supported to challenge long held limiting beliefs and in turn raising their own aspirations which will, in the long term, impact on their life outcomes and wellbeing.
Training and activities for carers

Carers Training Taster sessions – Ceredigion County Council

Through Welsh Government funding the Ceredigion County Council Learning and Development Team allocated funds to the Ceredigion Carers Unit to develop taster sessions with carers in keeping with the carers wellbeing and resilience project. This scheme is to encourage wellbeing “training “opportunities in response to the research conducted with the Carers Unit through the Carers Forum and Carers Alliance.

There project provides sessions such as Mindfulness through Silk painting, empowerment through Self Advocacy and the Self Advocacy toolkit, Managing Difficult Behaviours and Conflict Management. A Social event is also being developed to reduce the impact of loneliness and isolation bringing Carers and cared for together.

The Carers Unit is also working with Coleg Ceredigion Level 1 students on the Diploma in Health and Social Care (Health Science) on a bespoke project with the Carers Unit – putting Carers at the centre of their focus of applying the theory of what they have been learning into practice in a health and social care capacity. The students have conducted surveys with Carers at the Carers Rights Day event to identify the preferred activity for Carers and are now designing the activity for the spring event.

The expectation is that further tasters will be developed with Carers in 2019/20 through the partnership with Ceredigion County Council Learning and Development Unit.

Project Cariad, Swansea Carer Centre, Swansea

In 2013 Swansea Carer Centre was awarded money from The Big Lottery for Project Cariad. The project lasted 3 years and undertook a variety of activities that aimed to help carers to:

- Gain confidence and skills and find a way to have some time to themselves.
- Reduce carers’ stress levels.
- Meet other carers so that they were less isolated.
The project worked with 731 carers, delivered 314 training sessions and provided 531 holistic therapies to help carers reduce their stress levels, have time away from their caring role and improve their social networks.

The project supported the development of 16 carer groups, 11 of which are still running and recruited 22 volunteers, 9 of which are still active. The project also worked with Social Services, the Local Health Board, The Alzheimer’s Society and Carers Wales, to give the best service possible for carers.

Swansea Carers Centre also identified that staff in other organisations would benefit from an improved understanding of the challenges that carers face and as a response delivered awareness sessions to 495 people working in health, social care, other charities and the local council.

Monitoring and evaluation of carers’ feedback has demonstrated how effective the project has been in terms of making a difference to the lives of carers. The flexibility of respite for replacement care was crucial in allowing carers time to themselves to access activities. The mutual peer support was also invaluable in helping carers to feel less socially isolated. C.A.R.P Collaborations were commissioned to formally evaluate the project with the following outcomes: All participants enjoyed the courses and the holistic therapies, but they also found that they had an improved sense of well-being through being involved in Cariad activities. 80% of the people who had training said they felt they had gained confidence and self-esteem from the courses and valued having had some “me” time.

“You felt validated on the courses, they changed your mindset on how you saw yourself, you saw that you are worth something and what you were doing was important work.”

Around 75% of participants said they had lower stress levels after participating within Project Cariad. They also described coping better, even after the training had finished. Some participants taught stress management tips to their family members and found they had better relationships at home.

“I’ve passed those Mindfulness child-friendly techniques on to my daughter and it is really helping both of us”
“When you’re a Carer, the fun stops, now I’m having fun again for the first time in years and this has helped my Dad, we have something to talk about.”

Juggling care with other responsibilities such as work and family life can be difficult and it is common for carers to suffer from heightened stress and isolation making them susceptible to anxiety and depression.

Project Cariad has demonstrated some impactful approaches to helping carers develop new interests within their communities. Some have gone on to undertake volunteering within the Carers Centre as well as with other organisations. Others have taken up more learning opportunities and hobbies whilst a few who were in a position to undertake paid employment have found work.
## Appendix A

<table>
<thead>
<tr>
<th>Local Authority: Anglesey</th>
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<tbody>
<tr>
<td><strong>Betsi Cadwaladr University Health Board</strong></td>
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<tr>
<td>Carers Outreach Service (advice, information and support for adult carers)</td>
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<tr>
<td>Carers Trust North Wales Crossroads Care Service (regulated care and support)</td>
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<td>Ynys Mon Young Carers (advice, information and support for carers 8-18yrs)</td>
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<th>Local Authority: Wrexham</th>
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<tr>
<td><strong>Carers Trust North Wales Crossroads Care Service</strong> (regulated care and support)</td>
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<td>WCD Young Carers (advice, information and support for carers under 18yrs)</td>
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<th>Local Authority: Flintshire</th>
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<tr>
<td><strong>NEWCIS</strong> (advice, information, respite and support for adult carers)</td>
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<tr>
<td>Carers Trust North Wales Crossroads Care Service (regulated care and support)</td>
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<tr>
<td>Flintshire Young Carers (advice, information and support for carers 5-18yrs)</td>
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<th>Local Authority: Conwy</th>
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<td><strong>Carers Outreach Service</strong> (advice, information and support for adult carers)</td>
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<tr>
<th>Local Authority: Denbighshire</th>
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<tr>
<td><strong>NEWCIS</strong> (advice, information and support for adult carers)</td>
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<tr>
<td>Carers Trust North Wales Crossroads Care Service (regulated care and support)</td>
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<td>Service Name</td>
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<tr>
<td>WCD Young Carers</td>
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<td>Carers Outreach Service</td>
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<tr>
<td>Carers Trust North Wales Crossroads Care Service</td>
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<tr>
<td>Gwynedd Young Carers</td>
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<td>Powys University Teaching Board</td>
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<td>Credu</td>
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<td>Hafal Crossroads</td>
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<tr>
<td>Hywel Dda University Health Board</td>
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<tr>
<td>Ceredigion Carers Support Service</td>
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<td>Hafal Crossroads</td>
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<td>Ceredigion Young Carers Service</td>
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<tr>
<td>Pembrokeshire Carers Information &amp; Support Service</td>
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<td>Hafal Crossroads</td>
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<td>Action for children Pembrokeshire Young Carers</td>
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<tr>
<td>Aneurin Bevan University Health Board</td>
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</table>
### Local Authority: Torfaen

- **Torfaen Carers Centre** (adult carers)
- **Carers Trust South East Wales** (regulated care and support services)
- **Torfaen Young Carers Service** (advice, information and support for carers 8-17yrs)

### Local Authority: Newport

- **Carers Trust South East Wales** (regulated care and support services)
- **Age Cymru Gwent** (respite care service)
- **Newport Young Carers Service** (advice, information and support for carers 8-25yrs)

### Local Authority: Blaenau Gwent

- **Carers Trust South East Wales** (regulated care and support services)
- **Young Carers Project** (advice, information and support for carers 8-25yrs)

### Local Authority: Monmouthshire

- **Carers Trust South East Wales** (regulated care and support services)
- **Age Cymru Gwent** (respite care service)
- **Young Carers Service** (advice, information and support for carers 8-18yrs)

### Local Authority: Caerphilly

- **Carers Trust South East Wales** (regulated care and support services)
- **Barnardo's Caerphilly Young Carers Service** (advice, information and support for carers 7-18yrs)

### Cardiff and Vale University Health Board

### Local Authority: Cardiff

- **Carers Trust South East Wales** (regulated care and support services)
- **Cardiff East and Cardiff West Young Carers Projects (YMCA)** (advice, information and support for carers 7-18yrs)
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<tr>
<th>Local Authority: Vale of Glamorgan</th>
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<tr>
<td><strong>Carers Trust South East Wales</strong> (regulated care and support services including a specialist Dementia care service)</td>
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<tr>
<td><strong>Vale of Glamorgan Young Carers Project (YMCA)</strong> (advice, information and support for carers 7-18yrs)</td>
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<tr>
<th>Cwm Taf University Health Board</th>
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<td><strong>Local Authority: Merthyr Tydfil</strong></td>
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<tr>
<td><strong>Carers Trust South East Wales</strong> (information, support and care services)</td>
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<tr>
<td><strong>Barnardo’s Merthyr Tydfil Young Carers Service</strong> (advice, information and support for carers 8-18yrs)</td>
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<th><strong>Local Authority: Rhondda Cynon Taff</strong></th>
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<tr>
<td><strong>Carers Support Project RCT</strong> (advice, information and support for adult carers)</td>
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<tr>
<td><strong>Carers Trust South East Wales</strong> (regulated care and support services)</td>
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<tr>
<td><strong>Rhondda Cynon Taff Young Carers Service</strong> (advice, information and support for carers up to 25yrs)</td>
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Appendix B

Richmond Carers Hub

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<th>Services provided</th>
<th>Outcomes</th>
<th>Delivery cost</th>
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| The **Richmond Carers Hub** provides universal and specialist support for unpaid adult and young carers. This service is led by Richmond Carers Centre (RCC), with 7 subcontracted organisations delivering specialist services in the borough. These services include: | **Carers Hub Service Impact Report** | **Income** 2016 £608,045  
**Expenditure** £566,821  
Grant income £155k  
Hub Services £455k  
Fundraising £2,300 |
| • specialist (carer focused) information and advice  
• promotion of engagement opportunities  
• training and education  
• informal emotional support (group and individual)  
• breaks and leisure opportunities/respite  
• a caring café (for carers and those they care for living with dementia)  
• targeted support, information and breaks for young carers aged under 18 years | The results from an outcomes-based survey, conducted through June/July 2017 reveal a really positive picture of carers’ experiences and their perception of the impact or difference receiving services from organisations in the Carers Hub Service has made to them:  
96.3% felt recognised and valued as a carer  
85.8% felt they had been supported to maintain / improve their own health and wellbeing  
79.57% felt better able to cope with the demands of caring | |

Structure and Partnerships
The Carers Hub Service is led by Richmond Carers Centre and Commissioned by London Borough of Richmond upon Thames and NHS Richmond Clinical Commissioning Group.

Subcontracted Partner organisations:
- Addiction Support and Care Agency (ASCA)
- Alzheimer's Society Richmond
- Integrated Neurological Services Richmond and Kingston Crossroads Care
- Grace Advocacy
- Ethnic Minority Advocacy Group
- Richmond Borough Mind

## Birmingham Carers Hub

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<th>Services provided</th>
<th>Outcomes</th>
<th>Delivery cost</th>
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<tr>
<td><strong>Birmingham Carers Hub</strong></td>
<td>Supported by Birmingham City Council and Birmingham and Solihull CCG. Working alongside 16 community partners. The West Midlands has more than 292,000 carers with Birmingham accounting for 107,000. Forward carers currently support 5,000 via the hub</td>
<td><strong>Income</strong> £1,733,706 - BCC (76%); Better Care Grants (24%); Big Lottery 3%</td>
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<tr>
<td>The service includes:</td>
<td>Impact Review 2017</td>
<td><strong>Expenditure</strong> £1,518,679 – Carer provision delivered by partners (24%); Carers Hub Contact Centre (19%); Emergency Response Services (19%); Core costs and</td>
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<tr>
<td>Carer Voice</td>
<td><em>Forward Carers Consortium</em> received national recognition for the work of <em>Birmingham</em></td>
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<td>Financial support</td>
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<td>Carer Grants</td>
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<td>Training, Wellbeing impact</td>
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<td>Social Enterprise award</td>
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<td>Working carers</td>
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<td>Carers Assessments</td>
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<td>Short Breaks for parent carers</td>
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<td>Carer Emergency Response Service (CERS) and planned sitting service</td>
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<td>Advice and information line</td>
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<td>Support groups</td>
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<td>Wellbeing activities</td>
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Forward Carers was commended for its work in providing over 14,000 Birmingham family carers with access to free support, emergency aid, desperately needed respite breaks, essential training, and wellbeing events. For every £1 spent on Forward Carers, £5.53 is saved by social care.

In 2017: 2,232 carers were assessed; 8 out of 10 carers felt better after engaging with the service; on average carer wellbeing increased by 7.5% across all domains; the greatest improvements were in ‘feeling supported’ and ‘emotional wellbeing’.

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<tr>
<th>Carers Hub, at the Third Sector 2016 Business Charity Awards in London.</th>
<th>project support (17%) and Better Care projects (16%)</th>
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**Structure and Partnerships**

*Forward Carers* is registered as a consortium limited by guarantee.

The consortium has grown to encompass over 20 not-for-profits and charities that includes Midland Mencap, Age Concern, and Health Exchange supporting more than 16,000 carers.
Hillingdon Carers Service

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<th>Services provided</th>
<th>Outcomes</th>
<th>Delivery cost</th>
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| Hillingdon Carers Partnership provides a range of services via its lead provider Hillingdon Carers Service. These services include:  
  • Advice and Information  
  • Carers Health programme  
  • Carer Training  
  • Carer cafes  
  • Wellbeing services (therapeutic care, complimentary therapies, counselling, talking therapies, art courses)  
  • Carer Assessments  
  • Dementia Support  
  • Carers Support Groups  
  • Events and activities | Annual Review  
Increase reach, reduced duplication and improved information sharing, by:  
  • sharing resources  
  • working closely together and gaining a better understanding of the changing needs of carers  
  • successfully bidding for more than £250,000 additional funding for new projects, clubs and services  
Reach:  
  • Supported close to 6,000 adults and young carers and provided over 8,000 breaks from caring  
  • Identified more 'hidden' carers than any other borough in Greater London | Income 2017  
£935,088.  
Expenditure  
£978,054  
During 2016/17 the organisation has principally been funded by the London Borough of Hillingdon - grant and contract monies from the council constitutes around 71% of their income  
Charitable activities  
Contracted services - Borough council for adult services £410k (£164k paid out to partner orgs);  
Volunteers contributed 5,400 hours during |
2016/17 equating to £52k of donated time based on London’s living wage of £9.75 per hr
Carer reach is 23% out of a 26,000 of carer population

YC services £115k; CCG £18k;
Community trust £37k
Council grants £140k
Other trusts and grants £98k
Donations and legacies £112k

Structure and Partnerships

Hillingdon Carers Service has partnered with four other third sector organisations (Hillingdon Mind, Alzheimer’s Society, Harlington hospice, Carers Trust Thames Crossroads Care) to create Hillingdon Carers Partnership.

The partners provide specialised sub-contracted services to Hillingdon carers which are formally agreed via a Combined Carers Services contract.

The members of the partnership, along with DASH, launched a new Community Interest Company (H4All) in 2017.

Cheshire East Integrated Carers Hub

<table>
<thead>
<tr>
<th>Services provided</th>
<th>Outcomes</th>
<th>Delivery cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cheshire East Integrated Carers Hub</strong> offers a range of services and activities, including:</td>
<td>The service has only been operating since April 2018 so no</td>
<td>The Carers Hub service was tendered and procured by</td>
</tr>
</tbody>
</table>
• A dedicated Carers support worker specialised in fields such as young Carers support, mental health, dementia and ethnicity
• 1-2-1 or group based support
• Peer support
• Support to take a break
• Information, advice and guidance
• Access to a 24-hour CHAT Line manned by other Carers
• Support to access community, health and wellbeing services
• Access to activities, training and a living well-fund

outcomes are currently available

Cheshire East Council as the Lead Commissioner and will be funded through the Better Care Fund.

Costs for the Hub (Phase 2) are £780,000 per annum, which includes the Carers Living Well Fund and Young Carers budget. Phase 2 will be a two-year contract from 1st April 2018 (with the option to extend for 24 months). The total contract value for the life of the contract (2 years, plus extension option for 2 additional years) will be £3,120,000.

Structure and Partnerships

The Cheshire East Integrated Carers Hub is delivered by n-compass northwest, in partnership with Child Action Northwest and The Alzheimer’s’ Society. The Carers’ Hub provides a single point of access for all Carers including adult, parent and
young carers whilst improving sustainable community-based access (Spokes). The model was agreed in 2017 and is currently entering Stage 2. The tender includes delivery of the Carers Living Well Fund, Carers Assessments and Support Planning.

**Community Carer Hubs**

<table>
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<tr>
<td>Carers in Hertfordshire operates a number of community carer hubs as part of their Lottery funded Caring communities project.</td>
<td>The main outcomes identified as part of an external evaluation have been that the Hubs are making a measurable, positive difference in improving the quality of life for carers and reducing social isolation.</td>
<td>Lottery funded £200,000.</td>
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<tr>
<td>There are 14 hubs now operational across the region run by either volunteers or carers with the aim of creating 19 by 2019.</td>
<td>The project was a successful runner up in the High Sheriff of Hertfordshire Awards for their work and support given to volunteers.</td>
<td>Carers in Hertfordshire is core funded by Hertfordshire County Council and the NHS in Hertfordshire (Clinical Commissioning Groups) and receives additional support from donations and other charitable trust funds</td>
</tr>
<tr>
<td>The carer support hubs offer information emotional and practical support to carers via monthly group meetings that offer activities, include a programme of speakers and time to talk.</td>
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<td>Carers can book 1:1 appointments with a Carers in Hertfordshire Carer Support Advisor at some meetings to plan their caring role.</td>
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<tr>
<td>There are also 13 peer led carer groups. In addition, each hub area will have Volunteer Ambassadors</td>
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whose role it is to help identify new carers and to spread the word about what is available locally for them.

Active volunteer roles and recruitment.

<table>
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<tr>
<td>Carers in Hertfordshire operates with 47 staff and 200 volunteers</td>
</tr>
<tr>
<td><strong>Carer Support Hubs + peer led carer groups</strong></td>
</tr>
</tbody>
</table>
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