

Overview

Subject	Carers Steering Group Update
Prepared by	Dylan Owen, Sally Beech and Nikki Leopold
Date of Meeting for report to be presented	29 th November 2019

Governance

Approved and Presented by	Dylan Owen
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Carers in Powys

Introduction

The burden on individuals and families seeking to take on additional caring responsibilities is well recognised and there is a need to support carers, through effective advice, support and where required, respite. Providing such assistance is right in itself but it also represents a prudent approach to reducing the impact of increased demand on more expensive social care and health services.

It is essential that we take a joint health and social care approach in supporting carers to maintain and improve their own wellbeing, as this will prolong their ability to carry out their caring role. Again, the Social Services and Wellbeing Act makes mandatory a joined up social care and health framework for assessing and supporting the needs of carers, through an integrated approach to information, advice and practical support.

There are many excellent examples of effective joint working in support of carers and these include support and services provided by the third sector, which plays a significant role in supporting adults and their carers in Wales.

Recent studies of effective support to unpaid carers in the greater health and social care economy highlighted the benefits of joint training for new carers in understanding the impact of long-term conditions and how to improve and sustain their own health and wellbeing. One significant study highlighted the benefits of TEC (technology enabled

care) in providing practical support and improving a sense of safety in the home, even when the needs of the service user were high.

Impact of Caring

Statistics from the Carers UK State of Caring 2018 report reveal that 74% of carers in Wales say they have experienced poor mental health as a result of their caring role. These figures show that Wales ranks slightly above the UK average of 72% of carers having mental health issues, with only 4% of UK carers claiming that their mental health had not been affected at all by their caring role. 61% of carers in Wales also feel their physical health has declined due to their role.

According to the report, people caring for a disabled child (81%); those that have childcare responsibilities for a non-disabled child under 18 (80%); and carers struggling to make ends meet financially (80%) were most likely to say their mental health and wellbeing had suffered as a result of providing care.

Carers Support Service

Through a tender exercise, CREDU (previously Powys Carers) were commissioned in August 2016 to provide low-level assessments, support, information and advice, as well as some services to support young carers. This contract runs until 31 March 2021.

CREDU organise occasional forums for carers and agencies to meet and discuss challenges. They also provide a regular information bulletin to carers and they have been commissioned to provide carers rights booklets, carer's awareness booklets and carer's awareness training to health and social care staff during 2018-19. CREDU are also commissioned to support carers' representatives to attend both the Regional Partnership Board's Partnership Groups, and the Carers Steering Group.

CREDU have nine outreach workers supporting adults and young carers. They aim to increase community capacity using additional short-term grant funding from Charitable Trusts. Working to develop co-productive relationships between carers, commissioners and providers, CREDU state that they are trying to break down barriers and all CREDU staff are trained in Asset Based Community Development.

CREDU's forums provide the Council with an insight into the issues that matter to carers. The Young Carers Forum feedback that they would like Credu to be able to do more work

with schools around awareness raising, while the adult carers' forums regularly cite respite as the biggest issue.

Respite

The Council provides significant amounts of respite care across Powys to support carers. This includes traditional residential care respite, direct payments for holidays, domiciliary care out of county, and significant use of sitting services provided through domiciliary care providers and the third sector. Carers are also supported by technology enabled care (TEC) and an advocacy service.

The Council is currently considering a new simplified policy document on respite. A copy of the second draft of this can be found in the embedded appendix of this report – it is called "Taking a Break".

Powys Teaching HealthBoard also fund Hafal Crossroads to provide a short-term respite service. This Welsh Government provided funding (£42k) currently sits outside of the partnership agreement.

Integrated Care Fund

The Integrated Care Fund (ICF) has a specific budget allocation for carers support. This has in the past been managed through the Regional Partnership Board. From April 2019 onwards, however, this budget has been allocated via the Carers Steering Group.

Carers Steering Group

The group was established in February 2019 and agreed to a rotating chair arrangement with the Health Board, Local Authority and a carers' representative taking turns to chair meetings in a co-productive manner. The Terms of Reference for the group are included in the Executive Summary section in this document as is the recently developed Statement of Intent/Plan on a Page.

The Carers Steering Group have commissioned the following projects using ICF funding in 2019/21:

- **Raising Awareness Project**

The project will include the following activities: To raise awareness among hard to reach communities, health settings and intergenerational work. Identify and recognise hidden isolated carers; target communities with roadshows providing information, advice and

assistance. Explore opportunities for young and adult carers to share experiences, use of technology, mobile apps, and intergenerational skill-building events.

- **Co-Production of Respite Project**

The creation of a new role to plan and arrange bespoke and innovative respite opportunities to enable carers to have breaks when they need them, where services are not currently provided or meeting need. The project will include the following activities - Explore possibility of sharing of carers' time by supporting carers to provide some formal paid caring, looking at innovative and new respite opportunities, favour exchange, quick response respite while waiting for Assessments, opportunities for young people to attend residential courses to give families a break.

- **Support for Carers representatives**

Representatives will be funded in 2019/20 to continue to attend Start Well/Age Well/Live Well Partnerships and the Carers Steering Group

- **Engagement**

Carers' forums are convened by CREДУ. More recently, these have been in the form of special events - Carers' Voice events, with Council and Health Board senior managers present.

Carers' representatives are voting members of the Regional Partnership Board (RPB) - PAVO are paid to facilitate and support these roles.

Carers' representatives are voting members of the RPB's Live Well and Age Well Partnerships - CREДУ are paid to facilitate and support these roles.

Young Carers' forums are convened regularly.

Funding

An individual Section 33 Agreement for Carers for 2018-19 was signed off by the PTHB and PCC in May 2019. Total funds have been agreed for 2019-20 as follows:

Financial Year	Funding Stream	Annual Amount
2019/20	Adult Social Care	£191,017.40

	Powys Teaching Health Board	£16,580.00
	Families First Grant	£27,500.00
	Children's Services	£17,505.60
	Total	£252,603.00

The Carers Steering Group has proposed that a Memorandum of Understanding (MoU) may be more suitable as this would reduce the bureaucratic burden upon both organisations and enable more flexibility in meeting the needs of informal carers. If both parties agree to the MoU then it will go to the Joint Partnership Board (JPB) in December 2019 for approval. A copy of the paper to the JPB is embedded as an appendix to this document.

Performance Measures

- The Annual Social Services Wellbeing Survey

Carers reporting they feel supported to continue in their caring role	Yes	Sometimes
2017/18	23%	---
2018/19	38%	31%
Carers reporting they felt involved in designing the care and support plan for the person that they care for	Yes	Sometimes
2017/18	43%	---
2018/19	77%	15%

- Social Work Assessments

Much emphasis has been placed on increasing awareness and training staff.

- ✓ **Number of assessments of need for carers**

March 2018 = 3

March 2019 = 30

- ✓ **Percentage of identified carers offered an assessment**

March 2018 = 87% (11)

March 2019 = 96% (67)

The work with carers is aligned to the delivery of the following strategic objective(s) and requirements in the Social Services and Well-Being (Wales) Act:

The Social Services and Well-being (Wales) Act brought in a broader definition of a carer and stronger duties on local authorities to identify, assess and support carers.

The Act means that:

- The definition of a carer is broader and includes more people, that means that more carers are entitled to carer's assessments and support plans
- Carers no longer have to request an assessment, local authorities must offer assessments where they believe a carer has a need for support
- Staff must promote the well-being of carers who need support
- Local authorities must assess the needs of carers in their area and submit a plan to Ministers on how they will meet these needs
- A carer now has an enforceable right to support from the local authority when they meet the eligibility criteria

There is a greater focus on the role of local third sector organisations in providing services and support

The work with carers is aligned to the delivery of the following Health and Care Strategic Objectives**Supporting Unpaid Carers**

Ensuring the well-being of unpaid carers before, during and after caring through information, advice and assistance, supporting education, skills and training development, opportunities for employment, respite, transport and community support.

Early Help and Support Priorities

Supporting and assisting young carers

For carers, continuing to develop services to meet the holistic needs of the family and provide adequate respite care

Tackling the Big Four

Support families and carers of people living with mental health issues that impact daily living and quality of life

Digital

A digital first approach will enable and promote telehealth, telemedicine, self-care and support for people and carers

Appendices

Carers Steering Group Minutes



Carers Steering
Group Minutes 30-04



Carers Steering
Group Minutes 25-0



Carers Steering
Group Minutes 14-1

Carers Steering Group Terms of Reference



Carers Steering
Group Terms of Ref

Carers Steering Group Plan on a Page



Carers in Powys -
Plan on a Page 2019

Carers Memorandum of Understanding SBAR



Carers Agreement
SBAR.pdf

Taking a Break – DRAFT Respite Policy / Leaflet Wording



Taking a Break
DRAFT.pdf

YOUNG AND ADULT CARERS (UNPAID) IN POWYS - PLAN ON A PAGE SEPTEMBER 2019 – MARCH 2021
 Outcome – Carers have the space and time to enjoy a good quality of life and well-being, with support as and when they need it

Raising Awareness

CARERS SUPPORT PROJECT - RAISING AWARENESS

- Powys Investors in Carers Approach (to include training for NHS staff) with a focus on identifying isolated, hidden Carers
- Roadshow of Local Awareness Raising Campaigns
- Intergenerational Skills Build Events with a focus on 'harder to reach communities'
- Commissioning the development of a Mobile App

INFORMATION, ADVICE AND SUPPORT TO CARERS

- Information and resources online
- Confidential advice and support through outreach workers
- Opportunities to meet other carers
 - Counselling sessions
 - Training opportunities
 - Carers Rights Booklet

INFORMATION, ADVICE AND ASSISTANCE

- InfoEngine, Dewis, AskSara & Advocacy

CONNECTED CARING COMMUNITIES

Carers' Voice & Influence

ENGAGEMENT

- Carers Forums and Events for Carers
- Peer Group Support

CARERS CHAMPIONS

- Communication Champions Workshops (provided by CREDU)

WIDER THIRD SECTOR SUPPORT FOR CARERS

- Community Connectors
- Voice of people living with Dementia
- Befriending

YOUNG CARERS ENGAGEMENT

- Eat Carrots - Be Safe from Elephants

Professional Practice

CARERS ASSESSMENTS

- Increase number and quality / Quality Assurance Audit
- Strengths based approach - What Matters conversation
- Staff Training

E-LEARNING

- Promote Social Care Wales and NHS Wales Carer Awareness Course

SUPPORT AND ADVOCACY FOR CARERS

- Professionals actively identify/support/signpost Carers
- Young Carers in Schools

ADVOCACY SUPPORT FOR YOUNG CARERS

Respite

CARERS SUPPORT PROJECT - CO-PRODUCTION OF RESPITE

- Brokering person centred respite
- Connecting 4 Respite' locally based 'respite creation' workshops in conjunction with Carer Awareness Raising Events
- Create community based and run website in one area to begin with, in collaboration with Time Banking organisation. Approach can be adopted and rolled-out thereafter
- Co-designing and planning summer holiday respite / child-care pilot for parent carers in one locality
- Locality reflection, learning and planning sessions to inform next steps, report and online resources

DEVELOPING RESPITE CARE AND POLICY

- Respite for Adults

Children's Short Breaks

Short Term Respite

Digital / Technology Enabled Care

Co-design of services through Powys Carers Steering Group. Carers representatives on Start Well, Live Well, Age Well Regional Partnerships Boards and Carers Steering Group. Advocacy Support