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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Population assessment update

September 2017 (Issue 10)

Carers' services for the future

During the past six months, work has been happening with partners to understand where we are at with carers' services in North Wales.

This has involved:

- Making use of messages and evidence in the population assessment
- Listening to carers' stories and case studies
- Mapping services and investment
- Gathering evidence from recent engagement work with carers



This has enabled partners to consider whether individual carers' needs are being met in the best way and how we can fund and sustain services for the future.

Other matters considered were whether carers come to mind as soon as the cared for and how we could benefit from working together regionally as well as collaboratively.

Spotlight on... Carers



The work highlighted issues that are of concern to carers, such as Continuing Health Care (CHC), maintaining their employment, rural issues, financial information and welfare rights.

Carers' stories demonstrate that care giving is an emotive as well as a practical role and individuals have reported feelings of guilt, loneliness, anxiety, worry, distress, isolation, fear, frustration, and difficulty in dealing with change and transition.

Some findings from the work can be seen on page 3 and will influence the way carers' services are designed by partners.

Now available in BSL

The population assessment is now available in British Sign Language (BSL). The video is available on our [website](#) and [YouTube](#).

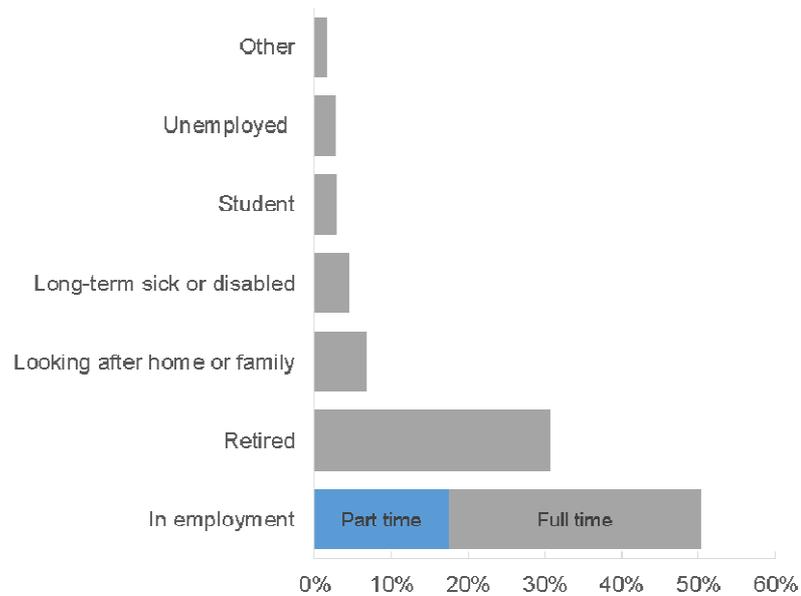
Have your say!

The population assessment regional plan is out for consultation until 31 October 2017: www.northwalescollaborative.wales/north-wales-population-assessment/regional-plan. Please take a look and let us know what you think.

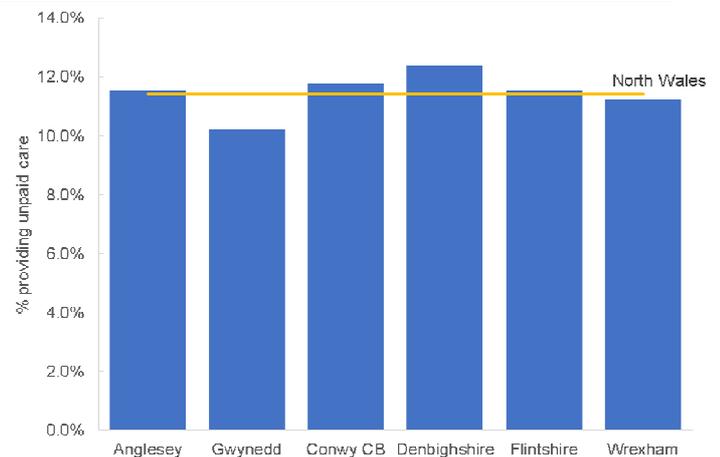
What we found out

- A carer is anyone who cares for a friend or family member who is ill, has a disability, mental health issue or misuses substances.
- Unpaid carers provide between 70% and 95% of all care.
- The number of carers in North Wales is increasing, particularly in north-west Wales.
- People aged 50 to 64 are the most likely to provide unpaid care.
- Half of all carers in North Wales are in employment: for carers in employment the support of their employer and colleagues is vital to helping them continue in their caring role.
- The increase in need for social care identified in other chapters of the population assessment report is likely to lead to greater numbers of people providing unpaid care and providing care for longer.
- There are over 1,000 young carers identified across North Wales, which is an increase over the past few years.

Percentage of carers aged 16 and over by economic activity



Percentage of population who provide unpaid care, 2011



What people told us...

- Carers need accessible information and advice; advocacy; one to one support such a listening ear or 24 hour phone support; socialising and carer groups; access to leisure activities, education, skills and employment; recognition, respect and good communication as partners in care; and, support when their caring role comes to an end.
- Ways of better meeting the needs of the person cared that also provide support for the carer include equipment, adaptations and carer breaks

Gaps in services include:

- transport and services in rural areas;
- support for substance misuse carers;
- awareness among primary care staff about carers, their importance and needs;
- counselling services for carers whose mental health is affected by their caring role;
- enough flexible time out and short breaks provision;
- long-term, sustainable funding for carer support projects.

What we think should happen

- Investigate ways to fill the gaps identified around transport; services in rural areas; awareness of primary care staff; counselling services for carers; and, support for substance misuse carers.
- Provide more consistent carers support across North Wales.
- Rethink how to provide services that achieve the best outcomes for carers and the person cared-for in the current financial climate.
- Provide more 1 to 1 support for young carers and consider the best ways to support young carers under age 8.
- Provide better support for carers by better meeting the needs of the cared for person.
- Map the full range of services available to carers in North Wales. A regional post has been appointed to carry out this work.
- Improve our data and systems to monitor outcomes achieved and unmet need.
- Find out about the effectiveness of services provided to carers, improve project evaluation and look at what can be replicated across the region to provide more consistent support

Young carers

Young carers told us the areas they found challenging were: concentrating, communicating, being confident and making friends (possibly because of their caring role). Other needs were:

- to be valued and supported by teachers to do well at school;
- counselling services and support with their own health needs;
- accessible user friendly information either online or one to one without using jargon;
- be recognised, supported and listened to by friends, family and professionals in all fields - advocacy can help with this; and,
- places to go to make friends and have fun.

Carers' services for the future: findings

- As carers provide services which would otherwise be paid for from the social care budget, there is a case for developing and preparing services for carers first
- Early identification of carers is key in order to ensure that they are considered on an equal basis to the person cared for
- As all carers' situations are unique, they have needs for tailored packages of support, taking into account their personal circumstances and the emotional impact of their caring role

Themes

- Children & young people
- Older people
- Health, physical disabilities & sensory impairment
- Learning disability & autism
- Mental health
- Carers
- Violence against women, domestic abuse & sexual violence
- Homelessness
- Veterans
- People in the secure estate

More information

Population assessment and area plan toolkits:

www.socialcare.wales/hub/hub-resource-sub-categories/planning-and-promoting

Part 2 Code of Practice:

www.socialcare.wales/hub/sswbact-codes

Area plan guidance:

<http://gov.wales/docs/dhss/publications/170206statutory-guidanceen.pdf>

Dewis Cymru (services available to meet the needs identified in the assessment):

<https://www.dewis.wales/>

Contact us

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Background to the population assessment

The population assessment pulls together information about people's care and support needs and the support needs of carers in North Wales. It aims to show how well people's needs are being met and the services we will need to meet them in future. Local authorities in North Wales worked together with Betsi Cadwaladr University Health Board (BCUHB), supported by Public Health Wales, to produce the assessment which is a requirement of the Social Services and Wellbeing (Wales) Act (2014).

The population assessment will be used to make decisions about the services we need to provide in North Wales to meet people's care and support needs and the support needs of carers. It will help us make decisions about where to use our resources, meet other requirements of the act and inform the work of the Regional Partnership Board.

We have used all kinds of evidence to identify what's needed and asked people what they think is important including people who currently use care and support services, the North Wales citizen's panel, and staff who deliver services in the local authorities, health, private and voluntary sectors.

Next, we will write a regional area plan setting out the range and level of services councils and local health boards propose to provide or arrange in response to the population assessment. This has to be finished by 1 April 2018.

