



North Wales Carer's Work Stream Update

January 2017

Thank you to everyone who has been involved in sharing their stories as carers and information about the services you provide for carers in North Wales. We're starting to get a much better picture of all the good work that is taking place, but there are still some areas where we'd really appreciate your help.

Carers' stories

We've been working with the Carers Reference group to video carers' stories. The messages shared in these clips are powerful and give important insights into carers' situations. This part of the project is vital to making sure any other developments are grounded in the reality of a carer's situation and are focused on what matters to carers. We've now finished this work – a big thank you to everyone who took part.

Resource mapping

We need to know what services are available for carers in North Wales and how they are funded to help us make the most what is available and plan for the future. Thank you to everyone who has provided their information so far. It's taken us longer than we originally thought to collect information from everyone, so apologies if you haven't had a chance to submit your information yet or have found the process duplicates other reports you produce.

Please let us know if you have the information already gathered for

another reason and we will use that to save you filling in another form for this project. It's really important that we hear from every carers' organisation in North Wales to get a full picture of the work that's happening, so if there's anything we can do to make it easier please let us know.

We would aim to finish this part of the project by **February 2018**. If you'll struggle to send us your information by then, please let us know as soon as possible.

Meeting providers and commissioners

Hawis Jones, our Regional Business Manager, has been out and about to try and meet as many providers and commissioners as possible. This has also taken a bit longer than we'd expected. Hawis will carry on meeting with as many people as she can as part of this project and also attend the operational group and report to the strategic group to help keep people informed. If you have any questions in the meantime, please give Hawis a call.

Draft report

We've written up the information received so far in a draft report which has been shared with partners. Since circulating it we have received more information, including submission from Carer's Trust, which we followed up at a meeting with Gill Winter and Kate Cabbage (Senior External Affairs Manager, Carers Trust). We will be working with them and other partners to address the issues identified and to fill in any gaps in information. This report was very much a work in progress and circulating an early draft has helped identify some of the areas that need more work. Once we've completed this work we'll work together to agree how we present the final findings of the project and produce drafts for you to comment on.

What's next

- Resource mapping: If you haven't yet sent us information about your services for the resource mapping exercise, please could you do so as soon as possible? We're aiming to finish this part of the project by the end of February. If there's anything we can do to help, please let us know.
- Workshops: We have arranged facilitated workshops during December to make sure we capture the voices of all partners and we are delighted that Andrew Cozens has been working with us to facilitate these. The workshop for members of the operational and strategic carers' groups was held

on 7th December 2017. We also held a workshop on 16th November 2017 with the carer's reference group members. We will continue to hold workshops as necessary during the development of this work.

- Carers Transitional Grant Funding: The Health Board is discussing the matter of the services commissioned from the current grant and they will communicate directly with Providers in relation to this.
- Our aim as a region is to develop our future working relationship with all partners to create an environment of equity, transparency and trust.
- There will also be an opportunity to re-look at the governance and the membership of the Carer's Strategic Group and Operational Group to ensure that we have the right people and mix sitting on these groups.
- The timescale of deliverables will now need to be reviewed in light of the discussions held in the recent workshops. A more definitive timescale will be agreed.

Background

The North Wales Regional Partnership Board (NWRPB) has prioritised services for carers as one of its five priority areas. The scope for the work is included in the Work Stream Initiation Document, which was agreed by the NWRPB earlier in the financial year.

The purpose of this work is to:

- Look through the eyes of carers and to design sustainable services which will contribute to keeping carers healthy
- Focus on what matters to the carer and what would help them to be a carer to continue being a carer and to live their life the way they want to

The scope is to:

- Understand where we are at in North Wales and what success looks like
- What our priorities should be in terms of getting there
- Being clear on funding and sustainability of services for the future
- Added value of working together regionally as well as collaboratively.

The main outcomes we want to see are:

- That individual carers' needs are met in the best way
- That carers come to mind as soon as the cared for
- Services that are consistent
- That there is added value by working collaboratively

The other outcomes we want to see:

- That services and funding are not duplicated
- That we (as partners) adhere to best practice.

We will measure success by:

- Carers telling us that they feel that they have been acknowledged as a carer
- Carers tell us that the information and support that they have received has helped them in their caring role
- Carers tell us that they can continue with what matters to them in their lives e.g. education, work, leisure activities
- Carers tell us that they want to continue in their caring roles.

The work stream initiation document also outlined the approach which would be taken which would involve collaborative working and co-production across partner organisations to include providers of services from both the third sector, independent sector and partner organisations.

An initial timescale for delivery was included but we agreed to review this as the work stream progresses.

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