



BACKGROUND

The North Wales (NW) Regional Partnership Board recognises the key role that carers have in the health and social care environment and that they need to be valued for the support they provide.

This is also in line with the Social Services and Well Being (Wales) Act 2014 (SSWBA) which legislates for enhances rights for carers and simplifies and consolidates the law, giving them for the first time equivalent rights to the person they care for.

Over the past year, the partnership has developed a strategy that acknowledges the importance of working in partnership with carers of all ages throughout their contact with services and is based on the principles of the Triangle of Care model developed originally as a guide to best practice in mental health care in England.

WHAT CARERS TOLD US

In producing the strategy with partners, we focused on looking through the eyes of carers to understand what matters to them and what will contribute to the well-being and improving their circumstances. Partners have talked to carers about what helps them to be a carer, to continue being a carer and to live their life the way they want to.

Carers have told us that good quality reliable support for the cared for is of paramount importance and contributes to their well-being as carers. They've also said that they really value the range of support provided by third sector organisations. Importantly also, they've said that they appreciate being listened to, being recognised, respected and heard by people responsible for designing and providing

services for them and the person they care for.

VISION

Listening to carers enabled us to work together as partners to produce our vision for carers' services in North Wales which is to:

- Think carer
- Involve carers of all groups and communities in decision-making and planning
- Work in partnership to design and co-produce services around the carer

Partners' vision for carers' services in North Wales has led to the development and co-production of the offer for carers in North Wales which incorporates standards of service that partners are committed to achieving.

THE OFFER FOR CARERS

- Carers views and knowledge are sought, shared, used and regularly updated as overall care plans and strategies are co-produced
- Staff need knowledge, training and support to become carer aware
- Carers are identified at first contact
- Policy and practice protocols are in place
- Defined posts responsible for carers are in place
- A range of carer support services is available

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