



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT **GOGLEDD CYMRU**

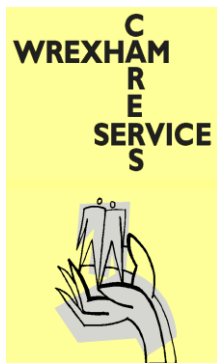
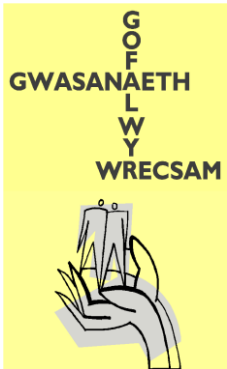
NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE



North Wales Carers' Strategy

- A strategy for carers of all ages

June 2018



North Wales Regional Partnership Board

Project leads: Morwena Edwards

Bethan Jones Edwards

Ffion Johnstone



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT **GOGLEDD CYMRU**

NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Carers' Strategy

- a strategy for carers of all ages

June 2018

Introduction

The North Wales Regional Partnership Board recognises the key role that carers of all ages have in the health and social care environment and that they need to be valued for the support they provide. The partnership also recognises that they need to be supported in this vital role. This strategy acknowledges the importance of working in partnership with carers 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.

This is also in line with the Social Services and Well Being (Wales) Act 2014 (SSWBA) which legislates for enhanced rights for carers of all ages and simplifies and consolidates the law, giving them for the first time equivalent rights to the person they care for. The act also gives carers the absolute right to choose whether and to what extent they are or remain carers. Carers have the right to say no to taking on a carer's role as well as a right not to continue in their role as carer, and to be supported in this.

When referring to carers, we mean unpaid carers of all ages (including young carers and young adult carers) and background who look after a relative or friend who is ill, frail or is a disabled person, who cannot manage to live at home without the carer's practical or emotional unpaid support. Whilst acknowledging that carers will have different responsibilities, such as carers of people with long term conditions, carers of people with dementia, carers of individuals with mental health problems or carers of substance misusers, it is acknowledged that a carer's needs are unique to the individual and can differ substantially from the needs of the person cared for.

The Social Services and Well Being (Wales) Act 2014 defines a carer as a person who provides or intends to provide care for an adult or child. This definition includes carers of all ages.

Young carers are defined as carers who are under the age of 18, and young adult carers as being aged 16-25.

Carers often do not see themselves as carers. They will describe themselves as a parent, husband, wife, partner, son, daughter, brother, sister, friend or neighbour, but not as a carer.

A *parent carer* is a parent or guardian who has additional duties and responsibilities towards his/her child because his/her child has an illness or disability. Parent carers will often see themselves as parents rather than carers, but they may require additional services in order to meet or continue to meet the needs of their child.

Carers of all ages in North Wales currently benefit from a range of services including information, advice and support. These services include one to one support, support groups, forums, cafes, emotional support, counselling, training, therapies, benefits advice, carer breaks, peer support, activities, advocacy, support for carers of people with long term conditions as well as direct payments, support budgets and one off grants. Carers are also supported by third sector organisations to access life-long learning, employment and volunteering opportunities. Carers services also provide carer awareness training for professionals, e.g. student nurses, social work staff and GPs and are able to attract sources of external funding to support the work that they do.

Whilst there is quantitative data available on services available for carers, this report focuses 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 of all ages about what helps them to be a carer, to continue being a carer and to live their life the way they want to.

The scope of this work has included:

1. Understanding where we are at and what success looks like.
2. Understanding our priorities should be in terms of getting there.
3. Being clear on funding and the sustainability of services for the future.
4. Understanding added value of working together regionally as well as collaboratively.

It has not included an evaluation of current services, nor has it undertaken a cost benefit analysis or a return on investment assessment of those services that are currently delivered.

Carers of all ages have told us that good quality reliable support for the person 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.

This has 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.

North Wales Carers' Strategy - Summary

The offer for carers in North Wales

Partners' vision for carers' services in North Wales has led to the development and co-production of the offer for carers in North Wales by the following groups:

- North Wales Carers' Strategic Group
- North Wales Carers' Operational Group
- North Wales Young Carers' Operational Group
- Carers Reference Group

Personal well-being outcomes for carers

Partners want to achieve the following personal well-being outcomes for all carers in North Wales, with the needs of the carer depending on the needs of the person cared for:

- That individual carers' needs, including language needs are met in the best way
- That carers come to mind as soon as the person cared for

In doing this, we also want to make sure that:

- We provide services that are consistent
- There is added value by working collaboratively
- Services and funding are not duplicated
- We adhere to best practice

To achieve this, partners will commit to:

- **Promote general awareness** of carers and caring to the wider population and to all relevant staff in the health and care sector
- **Think carer** in commissioning and assessing needs, with attention to rurality and those furthest from services for other reasons
- **Involve carers** of all groups and communities in decision-making and planning processes
- **The early identification** of carers at first contact with services

Also, as employers, partners will:

- Identify carers in the organisation
- Adopt a carer friendly infrastructure
- Commit to equitable provision for carers
- Provide opportunities to hear the voice of carers in the workplace
- Allow flexible working practices, where reasonable and practicable

Standards of service

The following standards were adopted from the Triangle of Care and are particularly relevant to local authorities and BCUHB. Partners agreed these standards provide a strong base on which to develop services, with and for carer, across the region.

- Carers' views and knowledge are sought, shared, used and regularly updated as overall care plans and strategies are co-produced
 - Staff are carer aware and trained in carer engagement strategies from the outset
 - Staff need to be aware of and welcome the valuable contribution carers can make and be mindful of carers' own needs
- Staff need knowledge, training and support to become carer aware
 - A carer focused introduction to the service and staff are available, with a relevant range of information across the care pathway
- Carers and the essential role they play are identified at first contact or as soon as possible thereafter
- Policy and practice protocols on confidentiality and sharing information are in place
- Defined post(s) responsible for carers are in place (carers leads)
- A range of carer support services is available

These standards will have implications for all partners when services for carers are commissioned and delivered:

- Local, sub-regional and regional commissioning:
 - agencies designed to give carers a voice in local decision-making and make sure that all services in the area become more carer-aware and carer-friendly
 - services with carer expertise able to raise the carer awareness of all agencies in an area
 - services designed to find carers and help them to identify their needs and entitlements
 - support services for carers with particular support needs and/or entitlements
- Ready access to information and advice (and where appropriate formal advocacy) services tailored to the needs of carers in different life stages (e.g. young carers, parent carers, carers of adults), circumstances and conditions, and stages of the caring journey
- Access to training on the new skills carers may need when they begin or adapt to their new caring role and to peer support when appropriate
- The right to an assessment (what matters conversation) as a carer in your own right:
 - to develop a general care and support plan
 - signpost to appropriate services; and
 - determine eligibility for support to them to care
- For eligible carers:
 - A support plan centred on personal well-being outcomes they have identified themselves.
 - It will set out the support to help them achieve the personal well-being

outcomes identified.

- Support plans will be subject to regular reviews by local authorities, and re-assessment of needs if their circumstances change.

In accordance with the standards agreed, the following headline plan outlines the actions and lead responsibility for implementation.

No	Standards	Action	Regional responsibility for action	Local responsibility
1.	Engagement with carers and carers voice	Carers views and knowledge are sought, shared, used and regularly updated as overall care plans and strategies take shape.	NWCSG	All partners
		Agencies designed to give carers a voice in local decision making and make sure all services in the area become more carer-aware and carer-friendly	NWCSG	All partners
2.	Induction and training for carers and staff	A carer focused introduction to the service and staff are available, with a relevant range of information across the care pathway	NWCOG, in collaboration with NWYCOG	All partners
		Staff are trained in carer awareness and engagement strategies.	NWCOG, in collaboration with NWYCOG	All partners
		Carers need access to training on the new skills they may need when they begin or adapt to their new caring role and to peer support when appropriate	NWCOG/NWYCOG	All partners
3.	Assessment and support for all carers	Carers to be part of an assessment (what matters) conversation in their own right	NWCOG/NWYCOG	Local authorities
		A support plan centred on personal well-being outcomes they have identified themselves to achieve the personal well-being outcomes identified and subject to regular reviews and re-assessment of needs if circumstances change	NWCOG/NWYCOG	Local authorities working with partners
		Ready access to information, advice and	NWCOG, in collaboration	All partners

No	Standards	Action	Regional responsibility for action	Local responsibility
		peer support (and where appropriate formal advocacy) services tailored to the needs of carers in different life stages, circumstances and conditions and stages of the caring journey	with NWYCOG	
		A range of flexible carer breaks is available	NWCSG	Local authorities working with partners
		Specialist advocacy, including for Continuing Health Care and for young carers	NWCSG	Local authorities, BCUHB working with partners
4.	Policy and practice protocols	Policy and practice protocols on confidentiality and sharing information are in place.	NWCSG	All partners
5.	Adopt employer standards	<ul style="list-style-type: none"> Identifying carers in the organisation Adopting a carer friendly infrastructure Committing to equitable provision for carers Providing opportunities to hear the voice of carers in the workplace Allow flexible working practices, where reasonable and practicable 	NWCOG	All partners
6.	Carer leads	Defined posts responsible for carers are in place	Local authorities, BCUHB	
7.	Develop success measures and data collection arrangements	Performance measures agreed	NWCSG	All partners
		Data collection arrangements agreed and underway	NWCOG/NWYCOG	All partners

Noted below are the proposed headline success measures as agreed by partners. These will be collated by the NWCOG and progress monitored by the NWCSG to improve services and inform future planning. Two of the measures are the same as those in the Welsh Government Outcomes Measures Framework, with the others considered to be important to measure the progress of our strategy in North Wales. These success measures place a strong focus on improving the life circumstances of carers, listening to their views and involving them in the design of services.

- Carers of all ages report satisfaction with the assessments and personalised support they receive, have access to the services they need and have an understanding of their rights under the Social Services & Wellbeing (Wales) Act.
- Social workers and other care practitioners can evidence that they are applying the well-being principle in all their adult social care decisions.
- The number of assessments in 2018 has increased in line with the Regional Partnership's own estimate.
- Carers reporting they felt involved in designing the care and support plan for the person that they care for (Welsh Government, 2015)
- Carers reporting they feel supported to continue in their caring role
- If a carer is facing a crisis, they know how to access a rapid response service to assess and respond to their need.

Taken together, the vision, standards and delivery by partners of good quality services for carers of all ages in North Wales will contribute to improving their circumstances and well-being.