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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Carers' strategy: resource mapping

May 2018

Introduction

This resource mapping was carried out as part of the Regional Partnership Board's carers work stream. The aim was to identify the services available for carers in North Wales, the main funders and an estimate of the amount of investment.

The project scope was to include services provided specifically for carers, although we know that many of the services that are provided for the person cared for also have beneficial personal well-being outcomes for carers.

The mapping gives us a snapshot of the resources available at the time the data was collected.

What the mapping can tell us

- It can provide an overview of the services available for carers in North Wales and an estimate of the investment in those services.
- It can facilitate an understanding of how current investments support what carers are telling us that matter to them.
- It can be used alongside the agreed 'offer for carers in North Wales' to highlight gaps where more provision may be needed to provide consistent services for carers in North Wales.
- It can help to identify opportunities to better co-ordinate services supported by different organisations.
- It can highlight areas we need to investigate further.

What the mapping can't tell us

- It can't tell us whether there is enough provision or investment in each area to align with what carers are telling us that matter to them.
- It can't tell us whether there is duplication between services. It can highlight areas to investigate but similar services in the same location may be reaching different groups of people or with different preferences or slightly different needs.

- It doesn't give us an up-to-the-minute picture of carers' services. Due to the constantly changing nature of services we have provided a snapshot at a particular point in time.
- It can't give us a full picture of the investment in carers' services. The way some services are funded made it difficult to identify exactly what funding was supporting carers directly, so there will be some undercounting.
- It can't tell us what should change as a result. This data only forms part of the picture and needs to be considered alongside carers' stories, feedback from the workshops, commissioners, the population assessment findings and so on. The analysis needs to involve all partners to co-produce recommendations.

Methods

A form was circulated to partners in North Wales during 2017 asking what services were available in the area (see [Appendix \(i\)](#)). This information was then collated into a spreadsheet and circulated to local authority and health commissioners and service providers including third sector organisations for checking. A draft version was discussed at the carer's workshop on 19 March which included members of the Carers Strategic Group, Carers Operational Group, Young Carers and young adult carers sub group and Carers Reference Group. There was an opportunity to make further amendments after the event until 30 March 2018.

Findings

[Appendix \(ii\)](#) shows an overview of services in North Wales. This shows a wide range of information, advice and assistance available across North Wales to support carers. It also identified gaps, including the lack of a hospital liaison post at Ysbyty Glan Clwyd and that employment support projects for carers are available across North Wales apart from in Wrexham. While there are generic services for carers of individuals with substance misuse problems, the resource mapping didn't demonstrate that there were specific services for these carers. There were also a number of different projects offering information and advice to carers of people living with dementia across North Wales, which may mean a risk of duplication.

Analysis of the investment in services found over £5 million of investment into services for carers across North Wales as shown in table 1. The funding comes from both statutory and third sector organisations (see table 3). This is an underestimate of the total funding available due to the difficulty of separating out the funding directly supporting carers in some contracts.

Table 1: Investment in carers services by service type

Service type	Service Cost (£ each year)
Assistance and support	2,100,000
Carer breaks	1,400,000
Young carers	1,000,000
Carers information and advice	660,000
Total	5,200,000

Data has been rounded so may not sum

Table 2 shows that around half of the funding identified is available to support all carers. Just over £1 million is available to support young carers and £600,000 is available to support parent carers. The majority of investment in services based on specific conditions is to carers of people with dementia, followed by mental health.

Table 2: Investment in carers services by carer group (needs of the person cared for)

Carer group	Service Cost (£ each year)
All carers	2,600,000
Young carers	1,000,000
Carers of people with a specific condition	930,000
Dementia	550,000
Mental health	370,000
Neurological conditions	12,000
Parent carers	600,000
Total	5,200,000

Data has been rounded so may not sum

The majority of funding comes from local authorities as shown in table 3, with a significant amount raised by third sector partners through grants and other fundraising. Funding from Welsh Government includes funds distributed through local authorities and the health board such as Carers Transitional Funding, Families First, ICF and Welsh Government.

Table 3: Investment in carers services by type of funder

Type of funder	Total
Local authority	3,000,000
Third sector grants and fundraising	800,000
Welsh Government	580,000
Health Board	520,000
Chargeable services	65,000
Total	5,200,000

Data has been rounded so may not sum

The data collection included end dates of contracts where known which highlighted the insecurity of much of the funding. The full spreadsheet has been made available to local authority and health commissioners to support local commissioning.

Appendix i: Resources for carers questionnaire

Gwasanaeth/ Service	
Darparwr/ Provider	
Disgrifiad byr o'r gwasanaeth/ Brief description of the service	
Canllawiau mynediad i'r gwasanaeth/ Eligibility criteria	
Sut i gyfeirio i'r gwasanaeth/ How to refer to the service	
Oriau gwasanaeth/ Hours of service	
Lleoliad y gwasanaeth/ Location of service	
Iaith/ Language	
Lefelau Staffio/ Staffing Levels	
Cyfyngiadau/ Constraints	
Cost Gwasanaeth/ Service Cost	
Dyddiad diwedd y cytundeb/ Expiry date of contract	
Incwm a ffynhonnell / Income and source	
Unrhyw fater arall/ Any other issues	
Darparwyd yr wybodaeth gan/ Information provided by	

Appendix ii: Overview of carers' services in North Wales

Type of support	Services available	Summary/gaps	Anglesey	Gwynedd	Conwy	Denbighshire	Flintshire	Wrexham
Information	Local authority: websites, leaflets	Information provided on local authority websites, and through leaflets for carers	Available	Available	Available	Available	Available	Available
	Carers organisations: leaflets, packs, specialist information	General information as well as information on specific conditions provided by third sector organisations.	Available	Available	Available	Available	Available	Available
	Dewis Cymru	Information about well-being and local services.	Available	Available	Available	Available	Available	Available
	Specialist organisations: information on specific conditions	Information provided by specialist organisations on specific conditions, with general information available on websites, with some local projects providing additional support.	Available	Available	Available	Available	Available	Available
	Dementia carer information	National and local information as well as coping strategies provided to improve family, friends' and carers understanding of dementia.	Available	Available	Available	Available	Available	Available
	Hospital liaison posts	Hospital liaison posts in Ysbyty Gwynedd and Wrexham Maelor. No post at Ysbyty Glan Clwyd. Access to the service is determined by which hospital people attend rather than where they live e.g. someone from Conwy attending Ysbyty Gwynedd could still access the service.	Available	Available			Available	Available
	GP Liaison and hospital discharge: social prescribing; local area coordination	Service provided to facilitate the early identification of carers, carer support at the point of discharge. Also, community based services provided for carers to access support and well-being services locally. These services may be known under different names locally, and also have different models of delivery.	Available	Available	Available	Available	Available	Available
Advice	Single Points of Access to health and social care	Provided by local authorities/health across North Wales together with third sector organisations.	Available	Available	Available	Available	Available	Available

Type of support	Services available	Summary/gaps	Anglesey	Gwynedd	Conwy	Denbighshire	Flintshire	Wrexham
	Carers advice and information projects	Provided by third sector organisations as well as in-house teams.	Available	Available	Available	Available	Available	Available
	Money and benefits advice	Welfare advice for carers provided either through local authorities, carer third sector organisations or by signposting to other providers of welfare rights services.	Available	Available	Available	Available	Available	Available
Assistance and support	Advocacy	Advocacy provided through specialist advocacy services for carers. Third sector organisations also provide informal advocacy for carers. Advocacy covers a range through from informal to formal advocacy, with a service available specifically for young carers.	Available	Available	Available	Available	Available	Available
	Assessment of carers' needs	Local authorities, with one local authority commissioning a third sector organisation. Although third sector organisations may also be providing informal assessments of carers' needs, which may reduce the demand for formal local authority needs assessments, these are not included in the needs assessment data.	Available	Available	Available	Available	Available	Available
	Direct payments, support budgets	Offered by local authorities. The way they are promoted and used varies across counties.	Available	Available	Available	Available	Available	Available
	Carers' emergency support	Type of emergency support may vary across counties. It is unclear to what extent contingency arrangements are in place in various areas when carers fall ill or are no longer able to care.	Available	Available	Available	Available	Available	Available
	Carers grants	Provided through third sector organisations across the region. Third sector organisations also can provide access to other sources of grant funding.	Available	Available	Available	Available	Available	Available
	Carer breaks	Provided by third sector organisations and/or domiciliary care providers, across North Wales.	Available	Available	Available	Available	Available	Available

Type of support	Services available	Summary/gaps	Anglesey	Gwynedd	Conwy	Denbighshire	Flintshire	Wrexham
	Carer peer support and networking	Provided by third sector carer organisations and condition specific organisations, also providing an element of respite.	Available	Available	Available	Available	Available	Available
	Training	Provided by third sector carer organisations and condition specific organisations.	Available	Available	Available	Available	Available	Available
	Emotional support and counselling	Third sector carer organisations and condition specific organisations offer emotional support across North Wales. Counselling is offered through carer organisations in some areas. Counselling is also available for young carers.	Partly available	Partly available	Partly available	Available	Available	Available
	Changes and transitions	Local authorities, third sector carer organisations and condition specific organisations. Type of support may vary across counties and could involve emotional support and counselling. Peer support and networking will also support carers in times of transition.	Available	Available	Available	Available	Available	Available
	Support to access employment	Provided through an European Funded project in some areas, as well as through a third sector organisation. Support to access employment is unavailable in Wrexham.	Available	Available	Available	Available	Available	
	Support to access social/leisure activity	Could include discounted leisure membership, support with costs, information about informal social/leisure activities. Provided by local authorities, third sector carer organisations and condition specific organisations. Type of support may vary across counties and based on 'what matters' conversation.	Available	Available	Available	Available	Available	Available

Type of support	Services available	Summary/gaps	Anglesey	Gwynedd	Conwy	Denbighshire	Flintshire	Wrexham
	Health and well-being	Whilst carers' well-being will be an integral part of their needs assessment, services recognised as services to support well-being will vary. One local authority area employs an officer to support the local authority's duty to focus on the well being of carers. The lottery funded project in the North East places an emphasis on supporting carers' well-being.	Available	Available	Available	Available	Available	Available
	Whole family support	Local authorities, third sector carer organisations and condition specific organisations. Type of support may vary across counties and based on 'what matters' conversation.	Available	Available	Available	Available	Available	Available
	Housing support	Not aware of direct housing support but carers' organisations will signpost to other organisations.						
	Support to access / maintain attendance at school (young carers)	Provided by third sector organisations working with young carers. Pilot project underway with some schools in North Wales.	Available	Available	Available	Available	Available	Available
	Support for young carers	Provided by third sector organisations across North Wales.	Available	Available	Available	Available	Available	Available
Carers shaping policy and services	Opportunities to be involved in shaping policy and services	Regional carers reference group. Local opportunities through local partnerships, local authorities and health and third sector organisations. Type of opportunities vary across counties.	Available	Available	Available	Available	Available	Available