



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

NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Carers Strategic Group Action Plan – June 2018

Carers have a key role in the health the health and social care environment in Wales and need to be recognised and valued for the support they provide. They themselves also need support in this vital role, and local authorities should therefore help ensure that carers are able to live their own lives as independently as possible. This is also in line with the Social Services and Well Being (Wales) Act 2014 (SSWBA) which legislates for enhanced rights for carers and simplifies and consolidates the law, giving them for the first time equivalent rights to the person they care for.

The action plan is based on:

The offer for carers in North Wales as agreed at the Workshop on 19 March 2018 – Regional standards, local commissioning

- i) The Welsh Government's national priorities for carers:
 - Supporting life alongside caring – all carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring
 - Identifying and recognising carers – fundamental to the success of delivering improved personal well-being outcomes for carers is the need to improve carers' recognition of their role and to ensure they can access the necessary support
 - Providing information, advice and assistance – it is important that carers receive the appropriate information and advice where and when they need it
- ii) The North Wales Population Assessment Regional Plan 2018-2023

The action plan reflects the regional standards, local commissioning approach involved in the offer for carers. The carers offer has been aged as a region, with much of the delivery happening on a local level led by local organisations. This group will have a role in monitoring progress, providing support and facilitating joint work where appropriate, with the North Wales Carers Operational Group collaborating to deliver services which meet the offer for carers and identifying opportunities to work better together.

	INDICATOR/RISK	NEED	LEAD/KEY PARTNER	WHERE ARE WE NOW?	FUTURE ACTION	PROGRESS R/A/G
	The offer for carers					
1.	Carers views and knowledge are sought to co-produce plans and strategies	For carers to be involved in the design of services	All partners	WG survey undertaken by local authorities Patient satisfaction survey undertaken by BCUHB Case studies collected as part of monitoring services	Information from case studies and surveys to be reviewed and used to inform the carers strategy in North Wales.	
2.	Carers being involved in local decision making	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	All partners	Evidence needed to establish current situation	Links to be made with Public Service Boards and their Well-being plans	
3.	Policy and Practice Protocols	Policy and practice protocols on	All partners	Confirmation needed of current situation and sharing of		

		confidentiality and sharing information are in place.		information arrangements		
4.	Success measures	Success measures are available to inform the progress of the carers strategy	All partners		Carers strategy measures to be adopted	
Social Services and Well Being Act 2014						
5.	Specialist advocacy available	All carers in North Wales to be able to access specialist advocacy, including for Continuing Health Care and for young carers	Local authorities, BCUHB	Informal advocacy available, with need to ensure that formal advocacy support is available across the region	Increased understanding needed of why carers need advocacy, with a view to learning and improving the way services are provided, which could lead in reduced demand for advocacy. To consider the possibilities of support for self-advocacy.	

Population Needs Assessment						
6.	Flexible carer break provision	The need for carers to access flexible and bespoke breaks in accordance to what matters to them	Local authorities Health Third sector	Discussion held with NWASH regarding the possibilities of more innovative use of Direct Payments to support carer breaks. NWCOG work programme in action: Contributing to National Carers Officers Learning and Improvement Network work stream on alternative carer breaks. Third sector innovative carer break projects. Local initiatives as part of third sector led projects	Local discussions needed to build business cases locally for using Direct Payments to facilitate flexible carer breaks.	

				Social prescribing/community navigators		
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