



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

**NORTH WALES** SOCIAL CARE AND WELL-BEING  
SERVICES IMPROVEMENT COLLABORATIVE

### North Wales Carers Operational Group Action Plan – April 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. The North Wales Strategic 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
	<b>The offer for carers</b>					
1	<b>Carers and the essential role they play are identified at first contact or as soon as possible thereafter</b>	Need to identify, support and signpost carers at the earliest point	Local authorities  Health	Unclear whether all carers are identified.  Some carers do not wish to be identified.  Mapping carer pathways  Triangle of care work incorporates this and is implemented in mental health services (BCUHB)	Extension of Triangle of Care work to Acute services, Community Mental Health services and Dementia services.	

Appendix 5 Carers: NWCOC Action Plan

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				<p>Acute hospital discharge support has been strengthened with support available in all 3 hospital sites</p> <p>GP facilitator work under review</p>	<p>Exit strategy needed</p> <p>Data needed on GP/community hospital model under pilot in NEWCIS</p> <p>Synergy in outcomes and outputs.</p> <p>Royal College of General Practitioner resources to be looked at as well as the possibility of designing</p>	

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					<p>posters to be displayed in GP surgeries. Need to work towards standards for GPs.</p> <p>Letter to be drafted from the RPB to GPs from the partnership board stating what the offer for carers from the primary carer needs to be and what the benefits to them are. Copy to staff.</p> <p>A statement to be made to carers stating what they can expect.</p>	

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2	<p><b>Carers' views and knowledge are sought, shared, used and regularly updated as overall care plans and strategies take shape</b></p>	<p>Need to involve carers in the planning of services, also as part of the evaluation of locally run projects</p>	<p>Local authorities  Health  Third sector organisations</p>	<p>Local partnerships, local engagement and strategy development work involves carers</p> <p>Partnership Carers Reference Group meets regularly</p> <p>Case studies are collated</p> <p>Surveys – Partnership and local authorities for WG statistics</p>		

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3i)	<p><b>Staff are ‘carer aware’ and trained in carer engagement strategies</b></p>	<p>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.</p>	<p>Local authorities  Health</p>	<p>Training available, but unclear as to whether this is consistent across services.</p> <p>Triangle of care incorporates training needs</p> <p>Social Care Wales have commissioned Carers Wales to co-produce a new national online carers awareness training which will be appropriate for health, local authority and third sector workers.</p>	<p>Training needs analyses needed.</p>	

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3ii)	<b>Carers' training needs are being addressed</b>	Training needs of carers to be fed into the Social Care Workforce Development Plan (SCWDP).	Local authorities	Training delivered for carers by third sector organisations.  Carers have access to SCWDP training.	Carer training needs should be incorporated into SCWDP, with consideration given to training already provided by third sector	
4	<b>Policy and practice protocols on confidentiality and sharing information are in place.</b>	Staff need to be confident in sharing of information with carer	Local authorities  Health	Triangle of care incorporates understanding of confidentiality and sharing of information.		
5	<b>Defined post(s) responsible for carers are in place (carers leads)</b>	Role of carer lead officer needs to be able to influence discussions on strategic direction within organisations.	Local authorities  Health	Each local authority has a carers lead officer post. Responsibilities vary from area to area.	Post of BCUHB lead officer needs to be funded from core budget.	
6	<b>A carer focused introduction to the service and staff is available, with a relevant</b>	Carers need to be thought of on an equal basis	Local authorities  Health	Carer leaflets available from local authorities.	Understanding needed of gaps in provision.	

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	range of information across the care pathway.	as the person cared for		Triangle of care incorporates a standard for introductory materials	Audit needed, as part of Triangle of care work where possible.	
7	A range of carer support services is available.	Capacity to provide bespoke services to carers according to what matters	Local authorities  Health  Third sector	A range is available across North Wales, with differences from area to area in terms of how service is delivered.	Local partnerships to work together to ensure that support services are commissioned in response to what matters to carers.	
<b>Social Services and Well Being Act 2014</b>						
8	Carers' needs assessments	To carry out needs assessments where a carer appears to have support needs and to conduct regular reviews	Local authorities	Needs assessments carried out, but lack of clarity and consistency in data.  One authority commissions a third sector provider to carry out assessments on its behalf	Link to carer surveys. What are carers telling us about the sustainability of their caring role.	

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9	Advocacy	Independent professional advocacy as well as informal advocacy	Local authorities	A range of advocacy services are available.		
<b>Population Needs Assessment</b>						
10	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	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		

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				Social prescribing/community navigators		
11	Supporting carers in employment	Employers to develop	Local authorities Health Third Sector Carers Wales	Carers Wales Employers for Carers scheme underway.  BCUHB policy for carer absences adopted but not implemented.  NEWCIS Carer Friendly Employment Recognition Standards available		
12	Young adult carers supported	Bespoke support needed for young adult carers	Third sector  Local authorities  Health	Gaps in services identified, namely more intensive and tailored support around employment, training, confidence building and housing.	Consider the possibility of a third sector led a regional bid to the People and Places lottery fund to improve services for	

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					young adult carers.	

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