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

### North Wales Carers Reference Group (CRG). Action Plan January 2018-January 2019

<i>Item</i>	<i>Action</i>	<i>Responsible</i>	<i>Deadline</i>	<i>Progress</i>
Regimentation and institutionalisation of support services offered to carers. Carers wish to be offered a personalised and bespoke package of wrap around care.	<ul style="list-style-type: none"> <li>• Inform the Regional Leadership board of case studies and examples highlighting this issue.</li> <li>• Continue to challenge old behaviours within Local Authority and Health Boards.</li> <li>• CRG members to bring issues to the attention of the CRG so that issues can be tackled in order to change culture and processes.</li> </ul>	ALL  ALL	Ongoing.	<ul style="list-style-type: none"> <li>• Informed Regional Leadership Group of this issue at the CRG Workshop on 16<sup>th</sup> November 2017.</li> <li>• This has also been completed by professionals in their engagement with the Regional Leadership Group.</li> <li>• This has been captured by the Regional Business Manager and put forward in her mapping report.</li> <li>• This has been captured within our collection of carer's stories to inform the Regional Leadership Group.</li> <li>• Education around this is ongoing within the Health Board and Local Authority.</li> <li>• CRG members bring specific issues to the group and ones that can be tackled are handed over to the appropriate person to be dealt with.</li> </ul>
Encourage early identification and intervention for the carer and person cared for to take the pressure off carers. Good quality	<ul style="list-style-type: none"> <li>• Educate Health staff.</li> <li>• Educate Local Authority staff.</li> <li>• Develop a package of training for all health and social care staff to ensure consistency in awareness and provision.</li> </ul>	Health Board L/A's ALL	Ongoing Ongoing March 2018	<ul style="list-style-type: none"> <li>• Ongoing awareness raising and training being undertaken in BCUHB. Also looking at audits and opportunities for procedural change to improve identification of carers and what staff do with this information once captured.</li> <li>• Mandatory training for LA staff on the SSWWA 2014 and ongoing training being delivered</li> </ul>

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education and training for health care professionals around carers issues.				<p>across the region. Still inconsistencies in each L/A.</p> <ul style="list-style-type: none"> <li>• Social Care Wales are developing a National training package for all health, LA`s and social care workers to utilise. All partners have been collaborated with and a draft version is due to be circulated early next year.</li> </ul>
Eliminate geographical barriers and information sharing barriers between services. In order to foster a climate of partnership and integration.	<ul style="list-style-type: none"> <li>• Inform the Regional Leadership Group of this issue.</li> <li>• Promote consistency with services across geographical areas.</li> <li>• Allow LA`s and third sector organisations to work more closely together.</li> </ul>	<p>ALL</p> <p>ALL</p>	Ongoing	<ul style="list-style-type: none"> <li>• Informed Regional Leadership Group of this issue at the CRG Workshop on 16<sup>th</sup> November 2017.</li> <li>• This has also been completed by professionals in their engagement with the Regional Leadership Group.</li> <li>• This has been captured by the Regional Business Manager and put forward in her mapping report.</li> <li>• The Regional Leadership Group has recommended that carer`s services budgets are pooled. Not only will this spread the funds we have further, but this will promote cross boundary working.</li> </ul>

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<p>Improve the experience for carers within the Continuing Health Care (CHC) process.</p>	<ul style="list-style-type: none"> <li>• AD and DC to meet with Will Williams.</li> <li>• AD to work closely with CHC staff trainer Sian Kelbrick.</li> <li>• AD/DC/WW to look at capturing carer experiences in the CHC process and how to do this.</li> <li>• AD to meet with ASNEW around advocacy in the CHC process.</li> </ul>	<p>AD/DC LA`s. CHC</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• AD and DC met with WW on 17<sup>th</sup> October 2017 and committed to working more closely together. Very important to ensure that carers are supported and informed throughout the process.</li> <li>• Training for staff is very good and explicitly states what carer`s are entitled to and should be provided with. Carer friendly, however, this does not always happen in practice. AD will support trainer SK and explore carer issues in more depth with staff.</li> <li>• DC and WW looking at how to utilise carer survey in order to target poor practice and highlight good practice in the CHC process.</li> <li>• AD met with specialist CHC advisor on 12<sup>th</sup> October from ASNEW, very good however only available in some LA areas and long waiting lists. Advocacy to be promoted in the CHC process.</li> <li>• AD has met with Sian Kelbrick Interim Head of CHC Performance and Compliance on 9<sup>th</sup> March 2018, I have advise on their strategy and suggested future ways of improving carer inclusion and engagement. Ad provided Sian with the CRG action plan and fed back the comments received about the CHC. Sian has agreed to adopt out carers servey to drive</li> </ul>

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				improvement for carers and also will distribute out BCUHB Carers Leaflets to every new person cared for and family. They are also going to adopt their invitation letters to be more carer inclusive and advise carers of their rights and a right to an advocate. AD has provided the CHC with a map of carers' services and advocacy services.
Carers wish to be able to access expert advice and assistance when issues arise in relation to mental health and substance misuse carers.	<ul style="list-style-type: none"> <li>• Feedback to the Mental Health Patient Experience Group.</li> <li>• Recommend a telephone support service/triage service for families and carers.</li> <li>• Encourage Triangle of Care (ToC) principles throughout all of MH division which will promote advice and assistance being offered to carers at the earliest opportunity preventing the need for emergency advice.</li> </ul>	AD BCUHB	March 2018	<ul style="list-style-type: none"> <li>• ToC audits have been undertaken in all rehabilitation units and many CMHT's. The audits have been analysed and in the process of feeding back to each unit with recommendations and support processes.</li> <li>• AD will start to compile report of final findings, developments to date and overarching recommendations in January 2018.</li> <li>• Working closely with third sector partners and carers to improve out services for MH carers.</li> <li>• (March 2018) The Rehabilitation Units have now adopted all of the changes highlighted by the ToC and a carer pathway has been created.</li> </ul>

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	<ul style="list-style-type: none"> <li>AD to write and submit a report to the M/HPEG of the ToC finding and CRG findings.</li> </ul>			
Item	Action	Responsible	Deadline	Progress
Carers Week Plans Monday 11 <sup>th</sup> June to Sunday 17 <sup>th</sup> June 2018	<ul style="list-style-type: none"> <li>The group to plan awareness raising activities for Carers Week 2018</li> </ul>	CRG members	May 2018	<ul style="list-style-type: none"> <li></li> </ul>