



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT GOGLEDD CYMRU
NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

North Wales Carers and Young Carers Operational Group Action Plan Progress Update – July 2022

Priority 1: Identifying and valuing unpaid carers

Need	How we contribute to this	Future plans	Progress Red/Amber/ Green
Valuing unpaid carers. Ensuring they can access the support they need. Identifying new carers. Recognising carers' contributions. Including carers as partners in assessment and planning processes. Ensuring their voice is heard.	<p>Work continues across the region to reach out to hidden carers by updating and creating information leaflets for unpaid carers. Social media is used to promote and encourage unpaid carers to get in touch if they need help. Unpaid carers need to be identified and valued across all departments within local authorities, not just social care.</p> <p>Carers' views and knowledge are sought, shared, used and regularly updates as overall care plans and strategies take shape.</p> <p>Support has continued to be provided to unpaid carers across the region via one to one support sessions and online groups.</p>	<p>Focus will continue on identifying carers early to avoid crisis, whilst also improving carer identification and ensuring signposting is consistently offered at point of diagnosis or at the point of recognition of the carer.</p> <p>Carers of all ages will be encouraged and supported to become involved in forums and opportunities where their voices can be heard and fed back, including local/regional and national carers' forums.</p> <p>Promotion of local events including National Carers Week/ Carers Rights Day/Young Carers Awareness Day. Events are co-ordinated with 3rd sector partners through the local carers strategy groups of each local authority.</p>	Amber

Need	How we contribute to this	Future plans	Progress Red/Amber/ Green
<p>Carers' needs assessments, leading to a person centred support plan.</p>	<p>The North Wales Young Carers ID Card and the AiDi App have both launched across the region. Identification cards are distributed to raise awareness of young carers in our communities. The app will enable pupils within Ynys Môn & Gwynedd schools to communicate easily with their educators, easing stress on young pupils. It will be a very useful resource to ensure that young carers are safe, able to cope with their school work and to be able to ask for additional help if needed. A similar app is being developed for Central and West.</p> <p>BCUHB: Carers Outreach and NEWCIS continue to work closely with GP surgeries and all secondary care settings across North Wales in order to raise the profile of unpaid carers in North Wales. The GP & Hospital Facilitators will aim to educate all primary and secondary care staff in how to identify unpaid carers and how to refer them to local carer support services.</p>	<p>Gwynedd: Work continues to raise awareness among the workforce. An external trainer has been commissioned to deliver sessions with staff. They will also collaborate with Human Resources to ensure that Gwynedd is a carer friendly employer.</p> <p>An interactive art pack has been commissioned and will be a great educational resource to attract the attention of hidden carers whilst also raising awareness of young carers who are already in school.</p> <p>A longer documentary will now be created together with local young carers. They will be involved in every aspect of its creation so it will be an extremely interesting resource.</p> <p>Gwynedd Council is joining the local School of Nursing and Social Work to raise awareness about unpaid carers amongst the next generation of practitioners in the Health and Social Care field.</p>	

Need	How we contribute to this	Future plans	Progress Red/Amber/ Green
	<p>Gwynedd: Worked with pharmacies across the County to raise awareness of unpaid carers. A 'Look after someone' card was offered with every prescription and encouraged unpaid carers to contact the local authority or the Carers Support Service.</p> <p>A short documentary film has been created to advertise the AIDI app and a longer documentary will now be created together with local young carers. They will be involved in every aspect of its creation so it will be an extremely interesting resource.</p> <p>Young Carers Day this March, a celebration was held to thank all the young carers who have been working hard with the local authority.</p> <p>Denbighshire: A local Carers Charter has been co-produced with the Carers' Strategy Group and local unpaid carers of all ages.</p> <p>Wrexham: Funding awarded to NEWCIS to develop and deliver a Dementia Carer Wellbeing Facilitator. The post is specific at targeting unpaid carers and supporting them with their caring role and with emergency planning.</p>	<p>Denbighshire: Working with Public Health Wales and NEWCIS to improve metrics and data gathering.</p> <p>Denbighshire's local Carers Charter will be aligned with the National Unpaid Carers Charter.</p> <p>Wrexham: Carer Champions to be explored in each department of the local authority.</p> <p>A Carer Lead role is being developed to lead in the co-ordination of relevant work relating to unpaid carers across departments, health and social care and third sector organisations across the County as well as helping groups and organisations representing unpaid carers to engage with those providing support services.</p> <p>Adferiad Recovery: Developing new promotional materials and a dedicated carer page on the North Wales CLIC space on BCUHB's website</p>	

Need	How we contribute to this	Future plans	Progress Red/Amber/ Green
	<p>Adferiad Recovery: In Ynys Môn, support is provided via a respite model where short term support is offered and signposting is provided to the person cared for alongside carer support in order to support the person cared for to access additional services.</p> <p>Alzheimer's Society: Dementia Connect contact details are regularly advertised across North Wales.</p> <p>Dementia Voice – several registered carers have signed up and are supporting the 'Cure the Care System' campaign. Carers are speaking with Welsh Government representatives and are involved in consultations.</p> <p>A group of unpaid carers are working with the North Wales Dementia Strategy Steering Group to help shape services in North Wales.</p> <p>WCD Young Carers: Group sessions have been held online during the pandemic, and, where restrictions have allowed, have held outdoor groups and activities. They have also maintained communication remotely, e.g. online and through social media.</p>	<p>Alzheimer's Society: Contract with BCUHB to provide pre and post diagnostic support. This will allow them to engage with carers at point of diagnosis, on a regular basis and to provide support to them as and when needed.</p> <p>Neurotherapy Centre: Ongoing contact with unpaid carers where there is an identified need, through the Telephone Support Programme, which is being embedded into the core service delivery going forward.</p> <p>Awareness to be raised further about the work of the centre and the support for unpaid carers amongst primary, secondary care and the wider community.</p> <p>NEWCIS: Working with Workforce Development in Denbighshire to develop a Carer Aware e-learning module for all local authority staff</p>	

Need	How we contribute to this	Future plans	Progress Red/Amber/ Green
	<p>The Young Carers service supports young carers under 8 through respite activities, trips out etc. and provide regular bi- weekly sessions specifically for under-8s. The service maintains contact with under-8s on their waiting list and provides information and advice. Referrals are made to statutory social services where a care and support assessment is required.</p> <p>A Young Carers Action Forum has been established to ensure engagement and involvement alongside their usual feedback channels. Young carers are encouraged to feedback on the service during groups and one-to-one sessions. Young carers were consulted extensively as part of Credu Cymru's own 'Big Review' of the service. Young carers have also been consulted on the ongoing updating of the service specification.</p> <p>The WCD 'Carer Aware' course has been developed and delivered to a range of stakeholders in a variety of settings, including social care staff as well as colleagues in other commissioned services and the third sector. Sessions were delivered online and face-to-face delivery is under consideration.</p>		

Priority 2: Providing information, advice and assistance

Need	Where are we now?	Future progress	Progress RAG
<p>Access to the right information and advice at the right time and in an appropriate format.</p> <p>IAA provided should be proportionate to the needs of the individual, to support prevention and early intervention, through partnerships and multi-agency working.</p> <p>Need for advocacy, especially when dealing with professionals in order to have carers' voices heard.</p>	<p>Gwynedd: An information leaflet 'Assessment of Carers' Needs' was published jointly with unpaid carers.</p> <p>Information leaflets are available online, through the community teams, 3rd sector partnerships and in the libraries.</p> <p>Posters have been developed to promote the Well-being Fund which is managed on behalf of the Council by Carers Outreach Service.</p> <p>Denbighshire: Links have been made with Housing together with research carried out to understand the need and uptake for tenancy/housing related support for young carers.</p> <p>Prestatyn's Talking Point opened in March 2022.</p> <p>Wrexham: Community Agents are commissioned to provide information, advice and assistance in the community for the over 50s.</p>	<p>Gwynedd: Information leaflets will be reviewed and updated or renewed where necessary.</p> <p>Denbighshire: New website under development with new carer pages added with better links to partner organisations and external websites.</p> <p>Mapping exercise to be carried out to update information on what community based support is available for carers following the pandemic.</p> <p>Carer Awareness to be improved through the medium of Welsh.</p> <p>Wrexham: Advocacy support needed at the appropriate level, tailored to the needs of carers in different life stages, circumstances, conditions and stages of the caring journey.</p> <p>A CHC Facilitator is being explored specialising in advocacy.</p>	<p>Amber</p>

Need	Where are we now?	Future progress	Progress RAG
<p>Young carers may feel insecure about their housing as they are unable to receive benefits or take on responsibility for paying household bills themselves.</p>	<p>Neurotherapy Centre: Virtual services have been embedded into the core delivery service. Focus on safeguarding, addressing members' issues encountered during isolation.</p> <p>Specific courses for carers – skills development – Coping for Caring, Digital engagement training</p> <p>NEWCIS: Pilot project continues together with Citizens Advice Bureau targeting carers in rural areas and offering befriending and support with benefits and income maximisation.</p>	<p>Adferiad Recovery: New information packs to be distributed across the region in line with the new Adferiad Recovery merger</p>	

Priority 3: Supporting life alongside caring

Need	Where are we now?	Future progress	Progress RAG
<p>The opportunity to take breaks from the caring role. Access to different and innovative forms of short breaks and / or respite taken with or without the person they care for. (Can include sport, leisure or cultural activities, as well as more traditional forms e.g. sitting service)</p> <p>Linking to priority 4, having a life alongside caring could also involve being able to work or undertake training.</p> <p>Preventative measures to prevent the social support systems of young carers becoming at risk.</p>	<p>Respite provision has not been accessed as readily due to COVID-19. Broadening the service has increased this somewhat, but remains a challenge for all partners.</p> <p>The local authorities work closely with partnerships in the 3rd sector to promote the rights of unemployed carers to live as well as care. Opportunities for carers are identified through social prescribing, community navigators and community agent support across the region.</p> <p>A number of projects are funded across the region that focus on improving well-being and giving short breaks to unpaid carers.</p> <p>Welsh Government's Carers Respite Grant funding has been used by local authorities to fund accommodation rent and services to enable unpaid carers to have short breaks.</p> <p>Gwynedd: Well-being sessions for unemployed carers in locations across the County.</p> <p>Online art sessions for parents of carers of adults with a learning disability.</p>	<p>Direct Payments will continue to be promoted for carer short breaks/respite across the six local authorities.</p> <p>Work will continue with the carer support service providers to develop more innovative and creative respite opportunities to meet needs.</p> <p>Further support needs to be delivered to promote the use of technology to support improved health and wellbeing and reassurance and independence for unpaid carers.</p> <p>Gwynedd: A program of work has been commissioned to examine the possibility of developing a local 'hospitality' scheme. This in conjunction with Ynys Môn.</p> <p>Commissioning a Support Service to provide up to 18 hours of sit or go service with the person they care for out.</p> <p>Extending working hours for the carer support officer in the Mental Health Team, Hergest.</p>	<p>Amber</p>

Need	Where are we now?	Future progress	Progress RAG
<p>Need for support with education and learning for young carers.</p>	<p>Part of the Carers Respite grant was distributed to the Disabled Children's Integrated Team to be used in an innovative way for parents and carers.</p> <p>Denbighshire: Community volunteers were recruited to help during the pandemic and a new team has now been established to continue and expand the project to reduce loneliness and isolation and has achieved some good outcomes for carers so far.</p> <p>Carers Outreach: A second caravan has been purchased at Hafan Y Môr to allow more carers a break.</p> <p>NEWCIS: There has been a lower than normal uptake of 'Bridging The Gap' respite as a result of the pandemic and carers' anxieties bringing domiciliary care into the home. This has been adapted where possible with friend/family support and it is anticipated this will improve over the year.</p> <p>A holiday property has been purchased in Prestatyn for unpaid carers to receive a break on the seafront.</p>	<p>Wrexham: A carer training programme is to be implemented across Wrexham's Social Care teams to help identify opportunities and benefits of joint assessments to ensure creative care plans meet as many needs as possible for both the carer and person cared for.</p> <p>Adferiad Recovery: Aim to continue to liaise with unpaid carers around what respite opportunities they would like and what would best suit their needs.</p> <p>Working with partners to develop the Troop Café in Llandudno and utilise this more as a centre, for carers to use and to develop links with other carer organisations to form a hub for unpaid carers to visit.</p> <p>Carers Outreach: Aiming to support the rising demand for counselling and cognitive behaviour therapy for unpaid carers.</p> <p>Neurotherapy Centre: A return to face to face sessions is planned for Coffee Slot programmes, Volunteering Opportunities and Gym based fitness sessions.</p>	

Need	Where are we now?	Future progress	Progress RAG
	<p>WCD Young Carers: They have found it difficult to access opportunities for respite activities during the pandemic and have been creative in identifying safe solutions as restrictions have allowed e.g. family beach days, park meetings, group walks, online pantomimes and a virtual residential including games and activities chosen by young carers.</p>	<p>NEWCIS: Work to be carried out in conjunction with BCUHB's Carer Experience Manager to promote COPE toolkit amongst healthcare professionals.</p> <p>WCD Young Carers: Meetings have been arranged with the Careers Service for young carers in the Not in Education or Employment (NEET) category</p>	

Priority 4: Supporting unpaid carers in education and the workplace

Need	Where are we now?	Future progress	Progress RAG
<p>Employers and educational / training settings should be encouraged to adapt their policies and practices, enabling unpaid carers to work and learn alongside their caring role.</p> <p>Information, advice and support to develop the skills to gain suitable employment, whether re-entering the workforce, or getting a job for the first time.</p>	<p>Gwynedd: The Carers Policy for staff who are unpaid carers has been published. Two extra days of leave are available for carers to take their loved one to hospital appointments etc.</p> <p>Denbighshire: Commissioning Officer leading on unpaid carers attends Denbighshire Employment Network to promote unpaid carers issues.</p> <p>Working Denbighshire supports carers to find and maintain employment and also to ensure they are supported by their employer.</p> <p>Adferiad Recovery: Signpost any eligible unpaid carers who wish to return to work through training or volunteering to Cyfle Cymru project and the volunteering team.</p> <p>Alzheimer's Society: A dedicated Carers Policy which allows flexibility and paid leave for those with caring responsibilities.</p>	<p>Gwynedd: The Carers Policy will be reviewed together with a group for unpaid carers.</p> <p>Denbighshire: Denbighshire County Council Staff Survey will be conducted about resuming the Carer Employee Network following COVID-19.</p> <p>Continued support for the development of Community Catalysts/Micro Employers across the County.</p> <p>Adferiad Recovery: Working with Conwy County Borough Council to help develop the Recovery College so any training sessions that are identified as part of recovery can be facilitated moving forward can be developed accordingly.</p> <p>Carers Outreach: Hope to be able to provide free training opportunities for unpaid carers in the near future, such as manual handling and First Aid that is already provided all paid carers.</p> <p>NEWCIS:</p>	<p>Amber</p>

Need	Where are we now?	Future progress	Progress RAG
		Working with unpaid carers and potential employers on carer recognition and carer employer friendly practices and policies and looking to promote unpaid carer awareness to larger employers.	