

## ABMU CARERS PARTNERSHIP

### ANNUAL REPORT 2016/17



### OUR VISION - VALUING CARERS STRATEGY

Our vision is that all Carers, irrespective of age and situation, should be supported throughout their time as a Carer, given information when they need it and in a way which meets their needs and be full partners in the planning and provision of care and support for those they care for...

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## 1. BACKGROUND – ABMU CARERS PARTNERSHIP BOARD

ABMU Carers Partnership Board was established in 2012 in response to the Carers Strategies (Wales) Measure 2010 which required NHS and Local Authorities in Wales to work in partnership to prepare an Information and Consultation Strategy for Carers. The group produced *Valuing Carers - ABMU Carers Partnership Carers Information and Consultation Strategy 2013 – 2016*. The purpose of this strategy was to ensure ABMU Health Board and its Local Authority partners work together to inform and consult with Carers when they access health and Local Authority services.

The Health Board had the responsibility for publishing the strategy and both the Health Board and Local Authorities had the responsibility for putting it into action; additionally, they recognise that they could not achieve the outcomes set out in the strategy without the input and support from the Carers Services established in Bridgend, Neath Port Talbot and Swansea. The role Carers Services and Carer representative organisations play in supporting Carers is valued and was captured in the strategy. The *Valuing Carers* strategy and action plan covered a three year period and ran from 1st April 2013 to 31st March 2016.

The Carers Partnership Board is currently chaired by the Director of Primary and Community Services ABMU and the Director of Social Services and Well-being Bridgend County Borough Council is vice chair. In addition, the Board comprises the Local Authority Officers /Carers Lead, Locality Planning and Partnership Managers, and Locality Planning and Partnership Support Managers, ABMU Programme Manager Mental Health, ABMU Carers Champion, Managers of Swansea, Bridgend and Neath Port Talbot Carers Services, NPT CVS Health and Well-being Facilitator and the Regional Programme Director, Western Bay.

Carers' views shape the work of ABMU Carers Partnership Board. This is achieved through the presentation of Carers feedback each quarter and comments from local Carer Centres/ Service and Young Carers Projects. In addition views are gathered at ABMU wide events where Carers and Young Carers from the three local authority areas come together.

## **2. TRANSITION PLAN**

The Valuing Carers – Transition Plan was produced in 2016 by the ABMU Carers Partnership Board with input from Carers. The aim of the plan is to improve the lives of Carers in the ABMU area by:

- Building on the progress achieved as a result of the Valuing Carers Strategy
- Maintaining the momentum of Carers awareness
- Providing a framework for partner organisations to respond to Carers within the remit of the Social Services and Well-Being (Wales) Act 2014 which from April 2016 superseded previous Carers Acts and the Carers Strategies (Wales) Measure.

The Transition plan initially covered the period 2016/17 and has been updated for 17/18.

## **3. CARERS IN THE ABMU AREA**

For the purpose of the Social Services and Well-being (Wales) Act 2014 a “Carer” means a person who provides or intends to provide care for an adult or disabled child; A person is not a carer for the purposes of this Act if the person provides or intends to provide care— (a) under or by virtue of a contract, or (b) as voluntary work. But a local authority may treat a person as a carer for the purposes of any of its functions under this Act if the authority considers that the relationship between the person providing or intending to provide care and the person for whom that care is, or is to be, provided is such that it would be appropriate for the former to be treated as a carer for the purposes of that function or those functions.

SOURCE: Key Terms - Section 3.4, 3.7 and 3.8, page 6, Social Services and Wellbeing (Wales) Act 2014

[http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw\\_20140004\\_en.pdf](http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf)

Carers and former Carers are people of ANY AGE including Children and Young Adults of ANY GENDER and from ANY BACKGROUND OR

CULTURE who assist a person who has care and support needs as a result of

- A physical disability
- A learning disability
- Mental illness or distress
- Frailty as a result of old age
- A dependency on drugs or alcohol
- Vulnerability

The area served by the ABMU Health Board covers three local authorities, Bridgend, Neath Port Talbot and Swansea, with a combined population of approximately 540,000. According to the 2011 Census 17,919 residents in Bridgend are Carers, 20,365 in Neath Port Talbot and 30,349 in the Swansea. In total of 68,633 or 13% of the ABM UHB population are Carers.

#### **4. IMPLEMENTING THE TRANSITION PLAN**

ABMU Carers Partnership Board meets as a minimum once a quarter to oversee the Implementation of the Valuing Carers Transition Plan. Four subgroups comprise of members of the ABMU Carers Partnership Board and representatives from other NHS and local authority departments/ sections, Third sector organisations and other partners. The subgroups provide direction and oversight for the following work streams:

- ❖ Training
- ❖ Young Carers
- ❖ Performance and Finance
- ❖ Transition

#### **5. VALUING CARERS TRANSITION PLAN – OUTCOMES**

In reflecting the central themes of the SSWB (Wales) Act 2014, that is providing information, advice and assistance, engagement, consultation

and co-production with Carers and strengthening partnership working, the expected outcomes for Carers in the ABMU area are:-

- A. Carers can access up to date information at the right time and from the right place
- B. Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services
- C. Carers are engaged and consulted regarding any decisions made during their journey through health and social care services that affect them or the person they care for
- D. All Carers are offered a Carers Assessment ensuring their needs are identified and addressed
- E. Young Carers are identified and provided with appropriate information, assessment and support

Examples of how Carers have achieved individual outcomes and comments from Carers can be found in section 9 of the report.

## **6. FUNDING**

In 2016 Welsh Government made transitional funding available to Health Boards in Wales to support health, Local Authorities and the Third sector to work in partnership to assist Carers under the Social Services and Well-being (Wales) Act 2014. The allocation for ABMU in 2016/17 was £161,096 of which £14,064 was ring fenced to support Young Carers. A breakdown of funding received and spend during 2016/17 can be found in Appendix A at the end of this report.

## **7. TRANSITIONAL FUND REQUIREMENTS**

How ABMU Carers Partnership Board has met the four requirements of the Welsh Government Transitional fund 16/17.

### **Strengthening the partnership approach at a regional level**

Partner organisations including ABMU, Local Authorities, Carers Centres/ Service and other Third sector organisations demonstrate their

commitment to working together on the Carers agenda by attending the ABMU Carers Partnership Board and its subgroups; in working across organisational and area boundaries to share best practice and deliver services to Carers and Young Carers. The Regional Programme Director for Western Bay Health and Social Care Collaborative is a member of the Carers Partnership Board. A progress report is submitted quarterly from ABMU Carers Partnership Board to Western Bay Regional Partnership Board. In addition the Carers Co-ordinator is hosted by the Western Bay programme office.

### Creating opportunities to enable the third sector to fully participate in delivery.

ABMU Carers Partnership Board acknowledges the vital role Third sector organisations have in supporting Carers and Young Carers. Third Sector organisations are actively involved strategically in working with health and Local Authority colleagues on the Carers Partnership Board and subgroups. Third sector input is essential as they not only bring specific expertise but can also reflect the 'voice' of a broad range of local Carers which they support. The ABMU Carers Partnership Board's commitment to ensure that local Third sector organisations are at the forefront of the delivery of the Valuing Carers Transition plan can be demonstrated by the fact that approximately 90% of the Transition Funding has been allocated to a range of non statutory organisations.

The following organisations have been commissioned:-

BAVO – Bridgend Association of Voluntary Organisations

Neath Port Talbot Carers Service

Carers Trust – Swansea Carers Centre

Bridgend Carers Centre

Swansea YMCA – Young Carers Project

Action for Children Bridgend

EYST – Ethnic Youth Support Team

### Setting out how you intend to plan and deliver the additional requirements for carers set out in the Act

Towards the end of the 3 year period of the ABMU Valuing Carers Information and Consultation Strategy, the Carers Partnership Board began devising a plan which would move organisations from working to the Carers Measure to the Social Services and Well-being (Wales) Act 2014. The Valuing Carers Transition Plan focused on aspect of the Act which were particularly relevant to Carers ( and Young Carers) such as the identification of Carers, provision of information, consulting and engaging with Carers, Carers Assessment and working in partnership across statutory and Third sector services to support Carers.

### Ensuring the transitional funding is used as the means to embed existing good practice so it is mainstreamed and becomes common practice.

Within ABMU Carers Partnership Board, member organisations have shared and learned from instances of good practices, for example the model of having a Young Carers Project Worker engaging with schools started in one area, but was rolled out across all three Local Authority Area in ABMU. Other examples of embedding good practice include having a Carers Centre/ Service presence at all major hospitals within ABMU, this not only has resulted in reaching greater numbers of Carers but has also increased NHS staff awareness and strengthen relationships e.g. between NPT Carers Service and Patient Experience.

A part-time Carers Co-ordinator has been employed to work with partner organisations in delivering the Carers Transition Plan outcomes. The post holder is an employee of Bridgend Association of Voluntary Organisations (BAVO) and is based in the Western Bay Programme Office.



## 8. KEY ACHIEVEMENTS 2016 - 2017

**Carers can access up to date information at the right time and from the right place.**

- Carers Centres/ Service are funded by a range of sources including the Transition fund to provide information and support to Carers on Welfare benefits issues. During 2016/17 3187 Carers (or the person being cared for) were assisted across ABMU.



- ABMU Carers Hospital pack has been updated and includes general information about the Social Services and Well-being (Wales) Act, the Act in relation to Carers, Carers Assessments and Direct Payments. The bilingual pack will be available at ABMU Hospitals.

*Carers health liaison officer with Carers Hospital information pack*

- ABMU Carers Partnership allocated funding to adopt a targeted approach across the area that could help identify, provide support and signpost Black Minority and Ethnic (BME) Carers and Young BME Carers to relevant information related to their caring role. The Carers Worker from EYST (Ethnic Youth Support Team) has been making links and raising Carers Awareness with BME groups across the ABMU footprint.
- A wide range of events have taken place during 16/17 with a focus of providing information, mutual support and a break from caring responsibilities. Events have been arranged by Carers Centres/ Service often in partnership with Local Authority and Health colleagues. A variety of funding sources has covered the costs, including Transitional funding. Activities included Health and Well-being Days, Community Café at Bridgend Carers Centre, Exercise sessions such as Tai Chi, walking groups; events to mark Carers

Rights Day and Carers Week and specific Young Adult Carers activities. In total there were 3043 attendances at Carers Events across the area.



*'111' Information session – NPT Carers Service*

- Carers were asked about their information needs. A short questionnaire asked how and where Carers sought information, their preferred format and the subject areas which they found most useful. Once collated a report will be produced outlining the responses received.



*Information available from Bridgend Carers Centre*

- Carers have been able to access training via their local Carers Centre/ Service. Over the last 12 months Carers have participated in 583 training sessions such as Looking After Me Course, Mindfulness Course, First Aid, Love Food Hate Waste, Youth Council, Self-Advocacy, Life Coaching.
- Each of the Carers Centres/ Services in ABMU has a presence at their local hospital, this includes Princess of Wales Bridgend, Neath Port Talbot Hospital, Morriston Hospital, there are also information links to Singleton Hospital, Gorseinon and Cefn Coed Hospitals. Carers can access information, advice and be signposted to appropriate sources of support. Carers Centre/ Service staff also raise carer awareness with nursing and other hospital staff.



*Swansea Carers Centre stand at Morriston Hospital*

**Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services**

- Each Partner organisation within the Carers Partnership Board has a named strategic lead for Carers.
- Team Carers Champions within Health and Social Services have a role in raising team awareness and in disseminating information to colleagues. Across the area there are over 60 Carers Champions or Carers Leads in Primary Care and Social Services.
- Carers Aware and Young Carers Aware e-learning packages have been updated with information on the Social Services and Well-Being (Wales) Act. There has been a delay in making the Welsh and English Language versions of the training available; however the Young Carers Aware package has recently been distributed to Training departments for use. A shortened e-learning package on broader Carers issues will be developed in 17/18 to replace the Carers Aware e-learning as the licence expired in May 2017. Both training packages will be available to local Third sector organisations.
- Carers Centres/ Services continue to work with primary care Services in the ABMU area. All 91 primary care practices have regular face to face meetings with the Carers Health Liaison Officers these posts have been funded from Transitional funding. They provide information and advice to Carers and staff at local surgeries and link in with primary care activities such as Flu clinics. Increased Carers Awareness in primary care has resulted in greater numbers of people being referred to their local Carers Centre or Service. In addition primary care centres receive regular e-mail bulletins highlighting events or Carers Centre/ Service newsletters. Swansea Carers Centre for example sends a bulletin to almost 350 NHS staff.



*Information at Carers Health and Well-Being Day*

- ABMU Health Board launched the Carer Friendly Pharmacy Campaign in September 2016 asking all 125 pharmacies across Swansea, Neath Port Talbot and Bridgend to participate for two weeks. The campaign was established to raise awareness of the critical role of Carers amongst pharmacists, to promote the support services available locally to carers and to highlight the role pharmacy teams can take to help Carers.

**Carers are engaged and consulted regarding any decisions made during their journey through health and social care services that affect them or the person they care for.**

- There were 3497 new contacts with the three Carers Services in the area. 40% of new contacts noted Health or Social Services as the source. Carers Centres/ Service receive funding from a range of sources to support Carers.
- Carers in ABMU can get a Carers Emergency Card from their Local Carers Centre/ Service. The card is designed to provide reassurance to the Carer should they become ill or have an accident away from home, the card identifies that someone depends on them for support. Transitional funding has contributed towards the cost of developing a new emergency card scheme in Neath Port Talbot.

- There continues to be opportunities for Carers to 'Have a Say'. On a regional level there is a Carer representative on Western Bay Regional Partnership Board and there are opportunities for Carers to engage with the quarterly meetings of Western Bay Citizens Panel. At a local level during 2016/17 Carers in Neath Port Talbot have been invited to informal 'coffee mornings' with the local authority Carers Champion, BCBC and CCoS regular hold Carers Forums. There have also been a range of consultation events such as the one held on Carers Rights Day Event at the Liberty Stadium.
- In Swansea a multi-agency Carers event for professionals took place to commence the work of raising awareness of Carer and young Carer issues , planning for future co-productive work with Carers and with the ultimate aim of making Carers 'everybody's business'.
- Bridgend Council has successfully piloted some ground breaking training for staff working with Carers of people with mental illness. The training was developed in line with the wishes of Carers and developed in partnership with Carers. It was a joint training event with partners in health and Third sector, delivered to an audience of case managers and people who work with people with mental illness and their families. The programme involved dispelling some myths around information sharing and gave examples of best practice.

**All Carers are offered a Carers Assessment ensuring their needs are identified and addressed.**

- New ways of providing Carers Assessments have been trialled this year. In Swansea Transitional funding has contributed towards a pilot project where a staff member from the Carers Centre has undertaken Carers Assessments (in partnership with the Local



Authority). A review is currently underway to determine 'lessons learnt' and the best way to move forward. In Bridgend the Hospital out reach worker also carries out Assessments alongside the Social work team. Whist in Neath Port Talbot assisting with Carers Assessments is a core activity for Carers Service Support Staff. NPT Carers Service also has a staff member dedicated to working with the Community Resource Team.

- Feedback from Carers about assessment has been mixed, particularly from Parent Carers and Carers of people with mental health issues. The Transition Plan for 17/18 aims to address these issues by developing a pilot project placing a Carers Support worker with a Children's disability team and closer working with Community Mental Health Teams.

**Young Carers are identified and provided with appropriate information, assessment and support.**

- The Young Carers Liaison Officer in Schools projects funded by the Transitional Fund has started in Swansea and Neath Port Talbot where it is delivered by Swansea YMCA and in Bridgend by Action for Children. The Young Carers Liaison Officers deliver P.S.E sessions and develop a Train the Trainer program to train staff and young people to be Young Carer's Advocacy Champions. 14 Schools have been contacted in Swansea and Neath Port Talbot and 12 PSE lessons have been booked. In Bridgend approximately 150 pupils have been engaged in awareness raising.
- Learning from best practice in Bridgend, the Schools project will work towards introducing young carers ID cards in Swansea and Neath Port Talbot. This enables Young Carers to use it at school instead of having to explain why they are late or have not done their homework in front of the class.



*The Board game 'I care do you' has been used with classes during PSE lessons to raise Young Carer awareness.*

- On the 18th August ABMU Carers Partnership hosted an event to celebrate the achievements of young Carers across ABMU Health Board. This activity commemorated the young Carers plaque and sculpture that have been placed in the grounds of NPT Hospital. Young Carers were instrumental in arranged the content of this event. Young people from Swansea, Neath Port Talbot and Bridgend participated by giving presentations, poetry readings and songs.



*A Young Carer's comment posted on the 'talking wall' at a recent Carers Partnership Young Carers Event.*

- Young Carers and young adult Carers across ABMU have been engaging in a variety of training opportunities including circus skills, self-defence, self-advocacy, young ambassadors, London School of Economics (LSE) training, British and Irish parliamentary Assembly (BIPA) training and Princes Trust training for employment. These activities have been funded through a range of different means.



- Planning has begun to develop a new ABMU wide information pack for Young Carers. Consultation has begun to identify what type of information young Carers say they need. During 2017/18 Young Carers will be involved at each stage of the development of this resource.

## 9. EXAMPLES OF OUTCOMES FOR CARERS

### Example of Outcomes for Carers resulting from the Transition Plan

#### Case Study - Carer A

A carer's assessment was carried out with Carer A. During the assessment it was identified that Carer A enjoys cycling and was currently feeling stressed and isolated. The CRT support worker passed on his details to the Carer Connector in the Carers Service who then advised Carer A that he could access the Carers Service "Sitting Service" to enable him to decrease his isolation and then hopefully his stress levels. The outcome is that Carer A is now using the "sitting service" to access weekly counselling sessions for the next 6 weeks. He will then start cycling once a week.

#### Case Study – Carer B

A carer's assessment was carried out with Carer B by the CRT Support Worker. She had been isolated for some time due to her caring role. During the carers assessment Carer B expressed an interest in attending an activity that the Carers Service provided as she felt she was starting to feel depressed. However Carer B also expressed how low in confidence she was due to a length of time of isolation and not being in groups of people particularly those she didn't know. The support worker was able to refer Carer B to the Carers Service project - Carer Connector. The Carer Connector was able to accompany Carer B to the activity and introduce her to other carers. By the end of that first activity Carer B had made arrangements to attend the Carers Annual Shopping

Trip as well as the Annual Christmas party with the carers she met on the day.

#### Case Study – Carer C

Carer C has been attending the Carers Service health & well being days as well as other social activities that are in place to decrease depression and stress. Carer C has informed the Carers' service she has made an appointment at the GP with an aim to reduce her antidepressants.

#### Case Study – Carer D

Carer D accessed a carer's assessment via the worker funded through the transition / carers measure funding. She had had to give up work due to caring. The Carers Centre carer assessment worker arranged to visit Carer D at her home.

“I didn't know what to expect; thought it was yet another meeting of lots of questions about M ( person cared for) and never hear anything again.

I was surprised that it was for me. Phone calls were made in the meeting and things happened. I went to a craft class and am thinking about Life skills and counselling”

Carer D has now also accessed a free holistic therapy and has made an appointment to have a benefit check and to enrol on our LifeSkills 2 project.

#### Case Study – Carer G

Carer G spotted the Carers information stand while she was at the hospital with the person she cared for.

“I wanted to see if they could point me in the direction of support should we need it in the future. It makes a big difference to me to know that help is out there”

Carer G hadn't been aware of the Carers Centre before meeting the worker at the hospital. After getting information from the worker she was added to the Carers Centre database and was sent information on services. Carer G booked onto a Mindfulness course and received a free holistic therapy. She was also referred for counselling.

Comment – Carer H (Young Carer)

“We are glad that the council listened to our request for a young carers ID Card. I think it will make a big difference in school and help staff to be aware of young carers and how they need to be supported”

Comment – Carer Y (Young Adult Carer)

“I love being a part of the young adult carers voice group. It gives me time away from my caring role and lets me spend time with my friends. I really enjoy being a part of consultations and having my voice heard”

Comment – Health professional

‘Following the presentation the staff really appreciated learning about what the Carers Centre offered. Later I popped into the Carers Centre and I realised how invaluable the services are for carers. There was a lovely calm atmosphere there.’

## Appendix 1

### 10. APPENDIX A – FINANCIAL BREAKDOWN 2016/17

#### Carers Transitional Funding 2016-17 - Main Allocation - Annual Spend

Description of Scheme funded	Organisation	Spend
Carers Coordinator post	BAVO	23,322
Black, Minority and Ethnic (BME) support worker	Ethnic Youth Support Team	24,000
Bridgend Hospital outreach post	Bridgend Carers Centre	18,526
Neath Port Talbot (NPT) Hospital outreach post	Neath Port Talbot (NPT) Carers Centre	3,380
Swansea Hospital outreach post	Swansea Carers Centre	27,253
Bridgend Carers Centre - Benefits Officer	Bridgend Carers Centre	5,481
Bridgend Carers Centre - Media Officer	Bridgend Carers Centre	453
Bridgend Carers Centre - additional hours to support GP and Pharmacies	Bridgend Carers Centre	1,680
Bridgend Carers Centre - Community Cafe	Bridgend Carers Centre	1,306
Neath Port Talbot (NPT) Carers Centre - Community Resource Team Assessment Post	Neath Port Talbot (NPT) Carers Centre	9,000
Swansea Carers Centre - Information Officer	Swansea Carers Centre	7,933
Carers Awareness Pharmacy Campaign	Various suppliers	1,103
Regional Event for Adult Carers - Spring 2017	Various suppliers	2,000
Carers Information - updating to reflect SSWB 2014 Act	Councils / NPT Carers centre	2,460
Bridgend Carers Centre - production of core information (newsletters, main leaflets etc.)	Bridgend Carers Centre	3,124
Emergency Card Project	Neath Port Talbot (NPT) Carers Centre	500
Information Leaflets	CCOS and BCBC	2,000

Carers Rep expenses on Regional Partnership Board and workshops		168
Slippage to cover any shortfalls on projected spend e.g. Regional events	N/A	3,548
Reallocation of 16-17 Slippage in Main Allocation to Young Carers Schemes	N/A	9,795
<b>Total Projected Spend</b>		<b>147,032</b>

### Carers Transitional Funding 2016-17 - Young Carers - Annual Spend

Description of Scheme funded	Organisation	Projected Spend
Young Carers Regional Event - August 2016 - travel expenses	Various suppliers	238
Young Carers Regional Event 2017	Various suppliers	709
Swansea / Neath Young Carers Liaison Officer	YMCA	14,621
Bridgend Young Carers Liaison Officer	YMCA	5,000
Young Carers Regional Event 2017 - hospitality	Various suppliers	1,291
Young Carers Packs - reprint	TBC	2,000
Reallocation of Slippage in Main Allocation to Young Carers Schemes	N/A	-9,795
<b>Total Projected Spend</b>		<b>14,064</b>