

Appendix 2: Carers Progress Report 2017-18

Introduction

This Progress report will provide members with an update on the work across the region in terms of the strategy for Carers and give an overview of the partnership working with the Carers Service within Neath Port Talbot (NPT).

Strategic Context

Neath Port Talbot Carers Partnership Joint Carers Commissioning Strategy 2015-2018:

The Aim of the strategy is to address the information and support needs of adult, young adult and young Carers who are resident in Neath Port Talbot (NPT).

It is intended that the Strategy be used by key partners to drive service planning and commissioning. It describes the services required to support Adult Carers within Neath Port Talbot to carry on caring for as long as they are willing and able to do so, in addition to having a life of their own. It recognises the different needs and outcomes for Young Carers and Young Adult Carers. It will also look at how through commissioning and service development we can build on the achievement of the two previous Carers Strategies and the work undertaken as a result of the Carers Measure, now replaced by the Social Services and Wellbeing (Wales) Act 2014 (SSWA).

Neath Port Talbot Young Carers Strategy 2017-2020

In NPT we are committed to working to improve the ways in which we provide support to our young carers. The NPT Young Carers Strategy supports delivery against the requirements of the SSWA.

SSWA seeks to promote people's independence and give them more choice and control in their lives. The SSWA provides the legal framework for improving the well-being of those people in need of care and support, including Carers who may require support. It gives Carers equivalent rights to those that they provide care to and applies to carers of all ages including; young carers, young adult carers and adult carers

SSWA stipulates "If the carer is a child, the assessment must have regard to his or her developmental needs and the extent to which it is appropriate for the child to provide the care. If the carer is a young adult carer aged between 16 and 25 the assessment must include an assessment of any current or future transitions the carer is likely to make into further or higher education, employment or training and have due regard to what the young adult carer wishes to participate in."

The vision for young Carers in NPT, is that every young Carer is able to achieve their full potential and experience positive emotional and physical wellbeing. It is our aim to identify and significantly reduce the numbers of children and young people who are undertaking inappropriate caring roles and to reduce the number of families who rely on the care of a young person for their unmet care needs.

To achieve the strategies aims, it is important that partner organisations in NPT work together to recognise, value and support our young carers. The purpose of this Strategy is to provide a framework for this work over the next three years and build on the successes of the Carers Strategy (Wales) Measure 2010 and the NPT Joint Carers Commissioning Strategy 2015 – 2018.

Overview of Current Service Delivery

Neath Port Talbot County Borough Council (NPT CBC) commissions the Neath Port Talbot (NPT) Carers Service to deliver Information, Advice and Assistance (IAA) as well as completing carer's assessments in partnership with ABMU Health Board & Social Services. It is a registered charity and is located at the Cimla Health & Social Care Centre to support carers aged 18+. In other areas of Wales, support for carers may be co-located in various teams, however in NPT the entire service is integrated as well as staff being co-located. This integrated approach has been recognised as good practice.

The service delivers IAA by providing a wide breadth of information to carers and their families. The way in which it is delivered is by choice from the carer, this could be information packs, home visits, meeting in the community, outreach and/or telephone services.

Carers Assessments are carried out by Support Workers who are employed by the Carers Service. A "Key Worker" approach is in place to ensure the carer only has one support worker that they can build a relationship with and to avoid confusion. This approach was implemented based on what carers had told us, which was *"too many people are coming in and out of my home, I don't know who anyone is"*.

Carers Service staff are co-located to various teams, this currently includes Afan Network, Gateway, Single Point of Contact (Children's Services) and in the next month both Community Mental Health Teams (CMHT's). This way of working promotes meaningful partnership and enables all staff from all services to provide more effective services for carers.

Carers' needs are met through IAA and/or a Carers Assessment by Carers Service staff, should the carer require support that is not statutory services. This could be signposting, benefit support to increase income, referrals to other third sector organisations; access to other support the carers' service provides for example a free sitting service. All other actions are passed back to social services who will then ascertain eligible need and if a care & support plan is required.

“The support worker was wonderful she contacted MIND while she was doing the assessment to make sure I could get counselling as soon as possible. I wasn’t used to having things put in place so quickly”

In addition to the commissioned service, carers have access to a range of support options. The Carers Service also provides a free low level sitting service to enable carers to have a “life of their own”. Carers who use this service are able to access medical appointments, leisure activities, shopping, meeting up with other family members and attending training or education.

“I am so grateful for the sitting service. My husband has Parkinson’s and get’s a bit anxious when I leave him. The volunteer that comes into our home keeps him company and I have been able to have my chemotherapy sessions without feeling added stress.”

One to one support to access community services is available from the Carer Connector in the Carers Service. Carers who want to improve their well being by utilising what is available in their community can link in with the Carer Connector based at the Carers Service. The Carer Connector also works closely with the local area coordinators and mental health services based in Primary Care.

“My caring role left me isolated and low in confidence. Now that my dad is in Tonna 2 days a week I have time for me and to do my hobbies again. The Carer Connector helped me get back out there and I volunteer to teach people to knit one day week. I feel like I have a bit of me back again and it makes caring for dad a lot easier. I feel happy.”

In NPT we know carers have extensive expertise and are keen to share this. Carers come together with a facilitator at the NPT Carers Service and share their “healthy tips” on how they have improved and/or maintained health & well being. This information will be collated and formed into a book, a resource that carers can share with other carers. This resource will also be made available across Western Bay.

“I love that I can put to use my positive experience to help others. As carers supporting each other, is what has helped us cope the most.”

One of the first points of contact a carer could have is their GP. A Health Liaison Worker is in post to ensure that all GP practices across NPT have information and appropriate tools to identify and support Carers. This post also has a presence in NPT Hospital, working closely with the Patient Experience Team.

Carers have told us that having a break to “recharge their batteries”, meet with other carers and have fun is important. Through additional grants the Carers Service provides a range of activities, with an aim to decrease stress & anxiety, decrease isolation, access to information and for carers to have time to themselves. The range of activities that have been suggested by carers are: Yoga, Lose Yourself in Craft Sessions, Singing for Fun, Information Coffee Mornings, walks using local parks, Health & Well Being Days, Live Your Life Workshops and days out.

“Coming to the activities make me feel confident and energised. Very good for my emotional well being”

“Makes more of my life and is a day out meeting other Carers”

Listening to Carers

27th September 2017 a Have Your Say Event was held. Carers, Carers Service Staff and partners from both health and social services attended. On the day there was an overwhelming response that informed us how important Carers Service activities and breaks from caring are. The Carers Service is now currently in the process of developing an activity plan for 18/19. This will include suggestions from carers as to what activities will be included.

Carers informed us on the day that services specific to Mental Health Carers was vital. Leading on from the success of co-location within other teams, a Carers Support Worker will now be based in both CMHT’s for 18 months.

Another priority area that Carers told us was important and needed, is counselling. Currently the majority of carers would have to wait a minimum of 6 months for counselling sessions or have to pay, on average £40 a session. Arrangements have now been made between NPT Carers Service and NPT MIND to deliver counselling sessions to carers on a fast track basis. Carers in NPT now have access to a free counselling service and are seen within a week.

The above services have now been implemented as a result of the NPT CBC and partners listening to carers and understanding what is important. A portion of respite funds within the Local Authority have been utilised to deliver these additional services. Further Have Your Say events will be arranged as Carers informed us how valued the session made them feel. Carers who arrived at the session feeling quite angry have now said they feel “listened to” and “happy” that the Local Authority has taken their suggestion seriously and acted on it.

Going Forward to 18/19

Key activities that will be taken forward in 18/19 include:

- Utilisation of ICF Funding via the Western Bay Carers Partnership Board to enhance and sustain services;
- Implementing further developments with the Health Liaison Worker to include working with the Hospital Discharge Team;
- Appointment of an Engagement Officer to develop an engagement programme to include activities as well as communication and information;
- Submission of a 5 year funding application to the Big Lottery to fund the Sitting Service from April 2019 onwards;
- Carers Conference during Carers Week;

- Have Your Say Event on Carers Rights Day – Follow up 1 year on.

Carers Service Additional Information

Service Delivery from April 2017 – December 2017

IAA & Carers Assessments

Total number of Assessments completed Neath/Afan Networks, The Laurels, CRT and Gateway	161
Total number of IAA by outreach	103 of this 14 had Benefit advice
Total number of Carers Information packs given to new carers now on Carers Service Database	307
Total number of IAA by telephone	170
Total number of IAA by home visit	9
Total number of Carers referred to other organisations or signposted to services in the community	109

Benefit Advice & Support

Total number of benefit advice & support by telephone	76
Total number of benefit advice & support by home visit	30
Total number of Carers referred/signposted to CAB or Welfare Rights due to complexity of issues	36

Health Liaison Worker

Total number of carers that received IAA and Carers information packs on wards at NPT Hospital and/or GP Practices including Port Talbot Resource Centre	382
Total number of carers that received IAA and Carers Information packs at Flu Clinics across NPT	145

Health & Well Being Project

Total number of carers who are part of a working group to develop a Handy Tips Resource on improving and maintain Health & Well Being for Carers.	32
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Sitting Service – Lottery Funded

Total number of “sits” that have taken place. 10 carers have regular sits	136 10 of the 136 were for health appointments
Total number of carers who have engaged with the sitting service and are able to book a “sit” at anytime,	125

Total Overall Contact with Carers

Total number of times carers have had contact with the service by any means: email, phone, carers events, home visits etc.	3002
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