

VALUING CARERS

ANNUAL REPORT 2017/18

WESTERN BAY CARERS PARTNERSHIP BOARD



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1. WESTERN BAY CARERS PARTNERSHIP BOARD

Western Bay (formerly 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 Western Bay 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 Western Bay Carers Partnership Board. This is achieved through Carers feedback and comments from local Carer Centres/ Service and Young Carers Projects. In addition views are gathered at Western Bay wide events where Carers and Young Carers from the three local authority areas come together.

2. TRANSITION PLAN

The Valuing Carers – Transition Plan was first produced in 2016 and updated for 2017/18 by the Western Bay Carers Partnership Board. The aim of the plan is to improve the lives of Carers in the Western Bay 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.

3. CARERS IN THE WESTERN BAY 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

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 Swansea. In total 68,633 or 13% of the ABM UHB population are Carers.

The Western Bay population assessment was published in 2017; the chapter on Carers who need Support reports that ‘a rise in the general population is likely to impact on the number of people providing unpaid care’. In addition, ‘it would

appear that the impact on health of Carers increases in line with the number of hours of care provided’.

The population assessment also highlight issues which matter to Carers, these include:-

- A single point of contact for information on services, activities and financial matters
- Improve the sharing of information between professionals and across services
- Support groups and services for carers
- Support for carers to take a break
- Help to overcome transport difficulties to get to and from the person being cared for (an overarching theme)
- Protection for children from inappropriate levels of caring

4. IMPLEMENTING THE TRANSITION PLAN

The Western Bay 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 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 Western Bay 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 activities, how Carers have achieved individual outcomes and comments from Carers can be found in section 9 of the report.

6. FUNDING

In 2017 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 2017/18 was £160,718 of which £13,975.51 was ring fenced to support Young Carers. A breakdown of funding received and spend during 2017/18 can be found in Appendix A at the end of this report.

In addition during 2017/18, £40,000 was allocated from Integrated Care Fund. This funding was used to build on the Western Bay wide Valuing Carers Transition Plan. Specifically to further develop and provide additional capacity for Carers Service/ Centres in the Western Bay area to work in local hospitals or Primary Care practices or Community Resource Teams. While the focus for Young Carers was to work with a range of primary, secondary schools and 6th Form colleges in the area to identify, provide information and sign post Young Carers to appropriate support.

7. TRANSITIONAL FUND REQUIREMENTS

The Western Bay Carers Partnership Board has met the requirements of the Welsh Government Transitional fund 17/18.

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 Western Bay 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 Western Bay Carers Partnership Board to Western Bay Regional Partnership Board. In addition the Carers Co-ordinator is hosted by the Western Bay programme office.

Recognition of the value of regional working on the Carers agenda is demonstrated by the allocation of Integrated Care Funding (ICF) in 2017/18 to augment a number of Transitional funded Carers projects. Furthermore, the Western Bay Regional Partnership Board committed to make Integrated Care Funding available to support Carers and Young Carers projects in 2018/19.

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

Western Bay Carers Partnership Board recognises the distinctive 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, subgroups and operationally.

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 83% 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 increased responsibilities for health and the new responsibilities for local authorities

During the year the Board commissioned a third sector organisation (BAVO) to research and produce a Western Bay wide Carers Services Mapping report. The purpose of this project was to

- Increase professional awareness of existing strengths and weaknesses in Carers Support currently offered across Western Bay
- Offer clear strategic direction for Western Bay Carers provision and commissioning plan moving forward

- Recognise good practice and identify gaps in service resulting in measures to improve parity and outcomes of service provision across the region (commissioning planning)
- Identify and improve targeted support for Carers and young Carers resulting in improved outcomes for service users across the region
- Provide recommendations on how to sustain and progress best practice beyond the life of the project

The findings of the report have been used to inform the development of the Board's action plan for Carers 2018/19. This will also to reflect Welsh Government Carer Friendly Wales requirements and priorities identified in the Carers Chapter of the Western Bay Area Plan.

Ensuring this transitional funding is used as the means to embed the practice of mainstreaming carers' needs, so it is common practice

There are a number of examples which demonstrate how the Transitional funding has enabled Carers Services/ Centres and Young Carers Projects to develop relationships and deliver services with 'new' partners. This includes the expansion of the support available to Carers in Hospital settings, the work undertaken in Neath Port Talbot with statutory mental health and children's services and the progress being made in raising awareness of Young Carers in schools and colleges throughout Western Bay.

Examples/case studies on the respite provision made available to carers in your area.

The Transition Subgroup of the Board looked at the provision of 'respite' in the Western Bay area. The group preferred to use other terms such a 'short break', 'alternative care' or 'break from caring' rather than 'respite' as some felt that this word had negative connotations. Although different terms maybe used there is a general understanding that it encompasses

- A break from caring role/ responsibilities for Carers or Parent Carers
- It should be a positive experience for all involved

- It can be regular, one-off or unplanned
- It can be an opportunity for the person with care and support needs to enjoy social and leisure activities
- It can be an opportunity for the person with care and support needs to make friends
- It can be an opportunity for the person with care and support needs to develop skills for independence

The consensus from Carer feedback is that ‘breaks from caring’ are broader than overnight stays. One response noted that it can take place at home as well as in other venues, another stated that it is time away from caring which could include while the person being supported is attending daytime activities e.g. day centre. From the perspective of a Carer it might be an hour’s holistic therapy or group activity. Some Carers see this as a break as it allows them to step out of their caring role regardless of alternative care being provided or not, this might be particularly relevant in the case of Young Carers and Young Adult Carers.

Carers in the Western Bay area can achieve a break from caring by utilising the amenities available from Third Sector and Statutory Services.

The Carers Centres/ Services Carers Service/ Centres provide leisure and mutual support opportunities for Carers aged 18 and over, these are funded through different means and include:

- | | | |
|------------------------------------|-----------------------------------|-----------------|
| *Coffee mornings | *Singing groups | *Trips |
| *Theatre Breaks | *Exercise/ walking group | *Community Café |
| *Drop in | *Yoga Retreat/overnight | *Book Reading |
| *Gardening | *Holistic Therapies | *Social events |
| *Parent Carer Group and activities | *Young Carer Group and activities | |

NPT Carers Service has lottery funded sitting service for adults. The service is provided by volunteers, a number of which are former Carers. Swansea Carers Centre is commissioned to run a sitting service and day centre for older people. Whilst Bridgend Carers Centre hold regular Dementia Café sessions.

Local Authorities deliver ‘breaks to Carers’ by direct payments or through an assortment of directly provided or commissioned services. These include residential short breaks for the person with care and support needs; Day services or community activities which can indirectly provide a break for the Carer; alternative care provided as a result of sitting services or domiciliary care services; Adult Family Placement – Shared Lives.

Breaks for Parent Carers and disabled children include overnight residential stays; overnight fostering; and family link scheme; short term home care support. There are also Community play and specialist play schemes and social opportunities.

There is also provision to provide short breaks to Carers of people who are Funded Nursing Care (FNC) or Continuing Health Care (CHC) patients, including people who have dementia.

This summary provides a ‘snapshot’ and services may differ from area to area. Examples of how Carers have benefited from accessing a short break can be found in section 9.

8. KEY ACHIEVEMENTS 2017 - 2018

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

- Carers Centres/ Service act as a ‘one stop shop’ for Carers requiring information, advice or support. Information provided includes how to access statutory services, Carers rights including Carers Assessments and assistance with welfare benefits particularly Carers Allowance. During 2017/18 there were over 5000 Carers contacts.
- Information can be found on each of the local authority websites with further Carers material available on the Dewis and NPT Community Directory sites. The Carers page on ABMU website has been updated recently and contains links to sources of Carers information and support. Bridgend, NPT and Swansea Carers Centres / Service have active social media presence for example Facebook and Twitter providing information about local services and wider Carers issues.

- Promotion of Carers Centres / Service occurs through Local Authorities, Health Board, Council Voluntary services and directly by Carers Centres / Service, who have had information stands in community venues such as libraries, leisure centres, civic centres, community centres and shopping centres. Carers' services have also been promoted by having details printed on prescriptions, which has the additional benefit of helping to raise awareness within Primary Care and Pharmacies.
- An array of events and activities have taken place during 17/18 with a focus of providing information, mutual support and a break from caring. Activities have been arranged by Carers Centres/ Service, including Singing For Fun Group, Coffee Mornings, Arts and Craft workshops, Holistic therapies, mutual support groups, job clubs and book clubs. A variety of funding sources covered the costs, including Transitional funding. Each area arranged local events to mark Carers Rights Day, Carers Week and Young Carers Day. In total there were 3527 attendances at Carers events and activities.
- Western Bay Carers Partnership Board 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. 24 Carers joined but the project was able to support over 50 people over the space of 12 months. The 24 clients that joined the project, wanted to have one-to-one help with a variety of issues, whilst the other clients just wanted to be sign posted, have a call or letter sent on their behalf. There were issues in reaching potential beneficiaries in Bridgend and Neath Port Talbot, almost all the people who engaged with the project were from the Swansea area.
- 28 Young Adult Carers accessed the Swansea Young Adult Carers project. There were 90 one to one support sessions covering emotional support, health, education, helping with benefits, advocacy, and meetings with professionals.

Western Bay Carers Partnership Board Plans for 2018/19 include:

- ✓ Promotion of Carers Service/ Centres as sources of information, advice and assistance.
- ✓ Support Carers Service/ Centres to provide a ‘triage’ or pre-assessment service.
- ✓ Work proactively to identify and support ‘hidden or ‘harder to reach’ Carers for example Parent Carers, Mental Health Carers, Carers from Black and Minority Ethnic Communities in the Western Bay area.
- ✓ Update the Bilingual Carers Hospital Pack and translate into relevant community languages.
- ✓ Produce information for Young Carers in Western Bay.

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

- Representatives from Western Bay Carers Partnership Board have been working with Social Care Wales in developing the All-Wales e-learning on Carer Awareness and plan to promote and encourage partner organisation staff to complete the course as soon as the module becomes available.
- Carers’ information and awareness raising sessions have been delivered at a number of Protected Time for Learning Sessions for staff who work in Primary Care. All areas currently run awareness sessions for GP practice staff and provide signposting and information within GP surgeries including ‘on screen’ messages. 68 Practices receive regular information and copies of the Carers Service/ Centres newsletters. This work is funded from a range of source including Transitional funding. Swansea Carers Centre has secured Big Lottery funding with a focus on developing referral routes from GPs to Carers services. Additionally Swansea has a locally commissioned service through a GP cluster to provide drop-in information and advice sessions for carers in all 6 practices in the cluster. This year there has been awareness raising with a range of chemists and pharmacies in the locality.

- Each Partner organisation within the Carers Partnership Board has a named strategic lead for Carers.
- Carers Centres / Service provide information and support services for Carers within hospitals including mental health and palliative care units through the area. The Bridgend Health Liaison Worker currently carries out carers assessments for Carers of patients in or leaving hospital and is located with local authority Social care team in hospital. The worker in Bridgend can assist with discharge planning on an “as required” basis. In Neath Port Talbot the Health Liaison Worker makes referrals for assessment to the Community Resource Team, where a Carer’s service worker is based. The NPT Carers Service is also working closely with the discharge team at Neath Port Talbot Hospital. NPT plan to co-locate a worker within the hospital team which will mirror the model of service provision they have with other Social Service areas with NPT CBC.
- As well as providing general public information Bridgend Carers Centre also has a monthly ‘on ward’ information point run in partnership with the Alzheimer’s Society and in the mental health unit run in partnership with Hafal Bridgend. Bridgend Carers Centre is also working with the Princess of Wales Hospital to promote John’s Campaign to recognise the importance of carers in providing support when people with dementia are in hospital.
- Swansea Carers Centre Hospital Outreach workers continue to work with ward and clinic staff and PALS team to identify carers. The Hospital Parent Carer worker role helps improve identification and support for parent carers in Hafan –Y- Mor in Singleton Hospital and paediatric services in Morriston hospital. Staff work closely with play therapists on the wards and the children’s physiotherapy team to increase referrals to the centre where a range of issues are being dealt with including information on rights, education, support at school and college, planning for adulthood, accessing services, respite, mental health issues and the need for support.
- There have been over 2000 Carer contacts this year as a result of Hospital Outreach and Community Resource Teams.
- 3000 copies of the bilingual Carers Hospital information pack have been printed and distributed.

Western Bay Carers Partnership Board Plans for 2018/19 include:

- ✓ Support the roll out of the new all Wales Carers e-learning
- ✓ Maintaining Carers Centre/ Service support to Hospitals. Hospital Carers' workers focus on raising awareness amongst hospital staff, providing advice/ support and assist more formally in discharge planning.
- ✓ Maintain Carers Centre/ service support to Primary Care. Design a standardised Carers Awareness approach and materials to be used with all Primary Care Practices across ABMU.
- ✓ Explore further opportunities to integrate Carers Centres/ Service with statutory services through co-location at appropriate venues

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.

- All areas arrange formal and informal engagement events. These are a combination of building engagement into existing activities, for example by having staff from health and social care present at coffee mornings, and delivering specific engagement events such as the Carers Rights Day event at the Liberty Stadium in Swansea in 2017.
- This year there have been two Western Bay wide events on the theme of 'You said... We did'. 50 Young Carers and Young Adult Carers attended a regional event in the spring of 2017. The young people participated in roundtable discussions with members of Western Bay Regional Partnership Board. A representative from the Office of the Children's Commissioner from Wales spoke. There was also opportunity to enjoy a quiz and 'photo booth'. In June 2017 more than 70 Carers and paid staff from health, local authorities and Third Sector organisations from across Western Bay came together at the Centre, Baglan. The focus of the event was the Social Services and Well being (Wales) Act 1 year on and the progress being made with the ABMU Carers Partnership Transition Plan.

- In Neath Port Talbot views of Carers are sought through existing social/support groups such as coffee mornings, the Additional Support Needs group (for parent carers) and via a Carers Voice page in the newsletter highlighting consultation requests. This year NPT Carers Service has held Have Your Say Events and also use questionnaires as a way of consulting/seeking views with Carers.
- Bridgend has an active carers' forum and parent carers' forum where carers, statutory sector (local authority and Health) and Third Sector meet to share information and discuss service development.
- A new Talking Matters project started at Swansea Carers Centre in September which supports facilitated discussions with Carers; this empowers Carers and the person they look after to be more involved in decisions around care and maintaining independence.
- Bridgend Young Adult Carers ROOTS project has recently started an Advisory Board with Young Adult Carers all with roles; they will receive information on the role and responsibilities of Trustees.
- There have been local consultation events in each of the three areas throughout the year. In Bridgend a visioning event for Carers services was held on September 29th 2017 at the High Tide in Porthcawl. Carers, service providers and staff from Bridgend council got together to look at where services are now, where they want to be and how best to get there by developing a shared vision.
- Following the roundtable discussion at the Carers Event in June, NPT Carers Service have independently held a 'have your say event' for Carers in Neath Port Talbot. In Swansea Carers are consulted via the Carers Forum, questionnaires, and events.
- Carers are represented strategically on the Western Bay Regional Partnership Board (RPB). The role is to provide a Carer's voice for people of all ages in contact with health and social care services. Carers can also engage with the quarterly meetings of Western Bay Citizens Panel. There was a specific Citizens Panel to discuss the draft Area Plan including the Carers section.

- Carers representatives also sits on the Local Partnership Boards for Mental Health, the Commissioning Board for Mental Health and Learning Disabilities and the Service User and Care Involvement Implementation Task and Finish Group. Additionally a Carers representative sits on the ABMU Stakeholder Reference Group (SRG) to give advice and provide opinions on services. This involves helping to determine the health board's overall strategic direction and providing advice on service proposals and consultations.

Western Bay Carers Partnership Board Plans for 2018/19 include:

- ✓ Continue to provide opportunities for Carers and Young Carers to meet at Engagement Events
- ✓ Promote opportunities for Co-production. Encourage Carers' participant at strategic level with health, local authority and Third Sector organisations
- ✓ Recognise the roles/ potential roles played by volunteers in supporting Carers. Recognition of the skills of Carers and former Carers who wish to volunteer.

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

- Work continued this year in promoting and encouraging take up of Carers Assessments. The role of the Carers Centre/ Service in working with Local authorities has progressed further with Bridgend Carers Centre undertaking carers assessments via Princess of Wales Hospital and Common Access Point. In Neath Port Talbot the Carers Service now have support staff based with the Single Point of Contact team (SPOC) to work with Parent Carers and with the Community Mental Health Teams to work with Carers of people who experience mental illness.

Western Bay Carers Partnership Board Plans for 2018/19 include:

- ✓ Continue to raise awareness of Carers rights (including Carers Assessment) arising from the SSWB (Wales) Act 2014
- ✓ Young Carers will be able to access an age appropriate Carers Assessment

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

- Young Carers Projects throughout Western Bay offer one to one and group support including youth clubs for Young Carers. These activities are funded from a range of sources. Highlights include YMCA Swansea Young Carers decorating a float and participated in the Swansea Parade in March 2018; they have also been involved with Youth Cymru Arts and Music and performed at the Millennium Centre. Participants in the Bridgend Action for Children Young Carers Project joined the Young Adult Carers Project to produce a story book for primary school aged children called 'The Bear who struggled to Care'.
- Transitional and ICF Funding has been used during 2017/18 to raise Young Carers Awareness in schools and colleges in Bridgend, Neath Port Talbot and Swansea. To achieve this activities have included talking at school assemblies, facilitating Personal and Social Education (PSE) lessons, establishing or re-establishing young Carer clubs in schools, train the trainer sessions for school staff, and a regular supply of information for example Bridgend Young Carers Project e-bulletin. A number of schools also marked Young Carers Day with activities such as making posters and a coffee morning.
- Bridgend Action for Children delivers the Young Carers Schools Project in Bridgend. Progress to date includes contact with 8 comprehensive schools, 2 colleges and 13 Primary Schools with the establishment of Young Carers groups in five comprehensives and one junior school. In addition 21 pupils have received one to one support from the Young Carers Project. As a result of the work in schools there has been an increase in the number of referrals for Young Carers Assessments.
- YMCA Swansea Young Carers Project has a dedicated Officer who works with schools across Swansea and Neath Port Talbot, facilitating sessions at school assemblies, PSE lessons and providing training the trainer sessions, the project have also produced a leaflet bilingually. The project has developed Young Carer ID cards and is producing guidance for school so that the cards can be distributed via the schools pastoral care teams. The project has held sessions in four Comprehensive schools in

NPT and two junior schools. In Swansea seven schools have engaged with the project.

- YMCA Swansea Young Carers Project in partnership with Theatre Na Nog and Swansea Museum were able to raise awareness of young Carers and young Carers issues through a production of the drama 'Eye of the Storm' and workshops using the 'I Care...Do you' board game. This, in addition to the work conducted in schools across Neath Port Talbot and Swansea, has led to a total of over 4000 young people learning more about young carers.
- Bridgend Carers Centre has secured funding for a Young Carer Education and Employment Project – ROOTS.

Western Bay Carers Partnership Board Plans for 2018/19 include:

- ✓ Promote Young Carers Projects as a source of information, advice and support including activities for Young Carers
- ✓ Schools projects identify Young Carers in primary, secondary and tertiary education

9. EXAMPLES OF ACTIVITIES, OUTCOMES FOR CARERS AND COMMENTS

Carer A

Carer A was referred to the Carers Service by a Social Worker for a Carers Assessment. Carer A had been caring for a number of years for a person with complex health and support needs. Carer A was also in poor health. The only outcome the Carer required was having regular alternative care available to enable the Carer to have undisturbed sleep, this was achieved. In addition Carer A was given information about the support available through the Carers Centre and an emergency card application.

Carer B

A Carers' Assessment was arranged for Carer B who provides support to a person with mental health and substance misuse issues. As a result of the assessment Carer B provided with range of information and advice including Carers rights at work, counselling, signposted to debt advice and specialist support.

Carer C

Carer C was referred to the Carers Service from Social Services for a Carer's Assessment. Carer C declined the assessment so the support worker offered a home visit for a chat and information instead. During the home visit Carer C expressed sadness at being unable to socialise and pursue hobbies with friends.

The Carers Service was able to offer its free (Lottery funded) sitting service on a regular basis (once a fortnight). This was put in place within 2 weeks of the initial information visit. The Carer is now able to have time for hobbies. In addition, direct payments are in place and the Carers Service activity compliments this.

"I am now in a routine of going out; I feel upbeat and positive and find I have far more patience for person being cared for. I am no longer isolated; I have also managed to ensure person being cared for has social interaction from organisations the Carers Service signposted us to. Life is not perfect but it is better than it was"

Carer D

Carer D and E were identified during the Hospital Liaison Worker's regular ward visits. Carer D from outside the local authority area and was not aware of their local Carers service. A Referral was made to the Carers Service near where the Carer D lived.

Carer E

Carer E wanted clarification on discharge date for the patient and the plans that would be put in place on discharge. The Hospital Liaison Worker's contacted the Ward and able to tell Carer E that a referral had been made and that a Social Worker who would meet with patient to assess their needs.

Carer F

Carer F lives in another local authority area. The person being cared for was about to be discharged and the Carer had concerns about how the person would be supported when they returned home. The Hospital Liaison Worker contacted Social Services and informed them of the Carer's situation and advised that the Carer wanted to have a Carers Assessment. Carer F was given details of local Carers helpline and prompted to ask about the Carers Emergency Card. The Carer also had given details of local sources of advice re benefits check.

Carer G

Carer G is a parent Carer who was referred to the support worker for a Carers assessment. When the assessment took place many needs were identified that required actions including accessing counselling and support for a Young Carer, both issues were addressed and Carer G continues to keep in touch with the service.

Carer H

On meeting at the Hospital, The Health Liaison Worker referred Carer H to the Carers Mental Health Support Worker. Within a week the Carer had an assessment and will now be receiving assistance with finances/benefit support as a result. The Carer H also attends Carer Service events on a regular basis and is accessing mutual support from other carers experiencing similar issues.

Carer I

Carer I is supporting an adult and child. Carer I was signposted to the Parent Carer Project and condition specific organisation for the child. Issues of welfare benefits were discussed. Information was provided for a specialist support organisation relevant to the adult being cared for. Carer I stated that they felt overwhelmed and in need of support. Information was given on the Carers Centre counselling service and holistic therapies. Carer I attended hospital the following week and expressed gratitude for all the information provided saying 'it's been a lifeline and a god send'

Carer K

A Carers Assessment was completed and it was identified that Carer K who cares for a family member with dementia, was feeling depressed due to not being able to spend time in the garden. The Carer was referred to the sitting service provided by the Carers Service. A volunteer is now in place to keep the cared for person company. As a result Carer K is able to spend time in the garden without feeling stressed or worrying about the person with care needs.

"My garden is my lifeline and now the volunteer is in place, thank you for helping me. I thought at first only I would be happy but person cared for looks forward to the volunteer coming as much as I do. I can manage the person cared for better knowing I have something nice to look forward to." (comment regarding the sitting service)

"All it takes is someone to listen to what you want and understand your needs, the carers service does that" (comment regarding carers assessment)

CARERS FEEDBACK

“Very Pleased - Hospital worker referred me to Care and Repair who put handrails up straight away”

“Having support and someone with knowledge about any help, I could get to help me”

“Information on support services and what financial assistance was available”

“This was definitely needed”

“Amazing, never thought so much support available”

“Having someone to speak to hospital and being able to go to Carers Centre”

“My purpose in writing is to express my appreciation for the invaluable support and guidance your staff has provided me as a carer for *my family member* who has physical and mental health issues. My second purpose is to express my thanks and deep gratitude for their support before, during, and after my recent cancer diagnosis. I would like to thank all your staff for their help ...I have gained first-hand knowledge of the invaluable and wide-range of services you provide the local community, and the positive impact these services have on service-users”

Participants’ comments about the Young Carers Schools projects

“The lesson was awesome and full of detail”

“This was the most fun out of all the lessons we’ve had”

“I feel horrible that a child about 8 has to look after their family”

“Very good. Enjoyed. Come again”

“I feel bad for a young carer. I will always help if I see them”

“I think the board game is very helpful, because after playing it, I understand what it’s like to be a Young Carer”

“I really enjoyed it, and it’s important that you go to all schools, so that everyone learns about Young Carers”

“Thank you, it really opened my eyes”

“Thank you for coming, I know a lot about Young Carers now”

“We really enjoyed the board game, and helped us to understand what a Young Carer goes through”

“The video helped us to see what Young Carers have to help with”

Appendix A

Funding 17-18		160,718
Slippage from 16-17		8,971
		169,689
Expenditure	Supplier	
Scheme		
Carers Information Officer Swansea (£27,778 - £6,942) Q1 payment made		6,942
Carers Information Officer Swansea (£27,778 - £6,942) Q1 payment made	Swansea Carers Centre	20,836
Welfare Benefits Advice Worker, Bridgend (£26,405 - £6,600) Q1 payment made		6,600
Welfare Benefits Advice Worker, Bridgend (£26,405 - £6,600) Q1 payment made	Bridgend Carers Centre	19,805
Event - refreshments		613.2
GP Carers Awareness Post	Bridgend Carers Centre	3,379
Carers Hospital Worker Swansea	Swansea Carers Centre	7,949
Expenses Carers Representative		99.1
Health Liaison Officer NPT	NPT Carers Service	9,000
Event- Room Hire & Refreshments	Baglan Community Church	94
Parent Carer Support Worker	NPT Carers Service	17,545
Young Carers Schools project - Neath Port Talbot	YMCA	4,667
Young Carers Schools project - Swansea	YMCA	4,667
Young Carers Schools project - Bridgend	Action For Children	4,658
Young Carers Booklet	Bridgend County Borough council	1,000
Leaflets	Bridgend County Borough council	1,000
Balance to fund Neath Projects (added to £36k ICF)	SCVS	2,308.4
Carers Coordinator Post	BAVO	23,322
Strategic Services Mapping Post YCA	BAVO	20,000
Young Carers Booklet	Bridgend County Borough council	1,500
Hospital Information Packs	Various Suppliers	5,504
Carried over to 18/19		8,201
		169,689.4