

# **NPT Carers Strategy Document**

Front cover design

## Introduction

Carers are a vital part of Neath Port Talbot's communities. Their role needs to be recognised by carers themselves, the wider population, health and social care providers, and the various public, private and third sector organisations who can provide support. This will help ensure that carers receive the right information, advice, support and assistance at the times that they need it to be able to continue their vital commitment.

## What is a Carer?

The Welsh Government defines a carer as ***“anyone of any age, who provides unpaid care and support to a relative, friend or neighbour who is disabled, physically or mentally ill, or affected by substance misuse.”***

Caring can impact on all parts of a carer's life, and often carers ignore their own needs. It can be very rewarding but it can also be demanding, tiring and stressful.

### **Caring can impact on:**

- The ability to access and stay in employment
- Financial resources
- The health and emotional well-being of the family unit
- The ability to access social and recreational activities
- Wider relationships with family and friends

### **For young carers it can also impact on their:**

- Experiences of childhood
- Health and well-being
- Education and career opportunities
- Family and peer relationships
- Sense of identity

### **We also recognise that being a carer can impact on life after caring:**

- Adjusting to changing relationships when caring at home is no longer viable
- Social isolation and lack of confidence after a bereavement
- Redefining their identity and purpose
- Having a higher risk of needing care services themselves

## Vision Statement

In Neath Port Talbot we support the Ministerial Advisory Group vision for carers in Wales which is one where all carers are identified, recognised and supported for the invaluable care and commitment they provide.

## Our Aim

We will work together so that all carers are fully informed, involved, valued and receive:

- The right support
- At the right time
- In the right place



## Our Objectives

### We will

- ✓ Support the early identification of carers, including self-identification
- ✓ Ensure carers receive relevant and timely information and advice about their caring role
- ✓ Develop the workforce to understand carers' needs, improve identification of carers and value their contributions
- ✓ Involve carers in local and individual care planning
- ✓ Enable carers to fulfil their educational and employment potential
- ✓ Provide personalised support for carers and those receiving care
- ✓ Support carers to remain safe and healthy
- ✓ Deliver equality of services across Neath Port Talbot by commissioning carers services in a joined up way
- ✓ Ensure that carers rights are recognised at the same level as the cared for person

## National Context

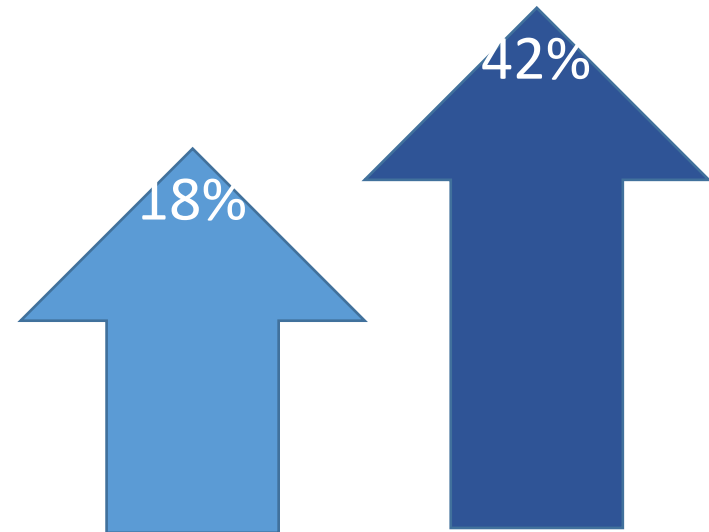
The Social Services and Well-being (Wales) Act 2014 is the legislation that providers of social care and support must follow, and gives carers the same right to have their needs assessed as those they care for.

The Act outlines the way in which local authorities should carry out carer’s assessments and needs assessments for the cared for person. It shows how local authorities determine who is eligible for support, the obligations on local authorities, and how local authorities should charge for both residential care and community care.

## Local Context

The adult population of Neath Port Talbot is expected to grow over the next 10 years. ***Between 2020 and 2030 it is projected there will be:***

	2019	2020	2021	2025	2030
<b>People aged 0-17</b>	<b>28,600</b>	<b>28,790</b>	<b>29,000</b>	<b>28,910</b>	<b>28,040</b>
People aged 18-24	10,150	9,860	9,530	9,300	9,970
People aged 25-34	17,660	17,530	17,350	16,610	15,160
People aged 35-44	17,360	17,580	17,850	18,380	18,280
People aged 45-54	18,810	18,390	18,070	17,140	17,490
People aged 55-64	19,140	19,430	19,510	19,390	17,920
People aged 65-69	8,540	8,460	8,490	8,840	9,480
People aged 70-74	8,000	8,120	8,210	7,790	8,180
People aged 75-79	5,660	5,810	6,000	6,990	6,770
People aged 80-84	3,960	4,010	4,040	4,620	5,650
People aged 85 and over	3,920	4,030	4,140	4,690	5,710
<b>Total population aged 18 and over</b>	<b>113,190</b>	<b>113,210</b>	<b>113,190</b>	<b>113,760</b>	<b>114,630</b>
<b>Total population</b>	<b>141,790</b>	<b>142,000</b>	<b>142,190</b>	<b>142,670</b>	<b>142,670</b>



Neath Port Talbot has the largest proportion of its population providing unpaid care in the whole of Wales and England, standing at more than 14%, or one person in every seven. This includes nearly 1-in-20 people providing 50 or more hours of unpaid care per week; for many this is in addition to employment or attending school.

<b>Total population (ONS 2018)</b>	<b>142,906</b>	
Provides care	20,308	<b>14.2%</b>
Provides 1 to 19 hours unpaid care a week	10,097	7.1%
Provides 20 to 49 hours unpaid care a week	3,261	2.3%
Provides 50 or more hours unpaid care a week	6,950	4.9%

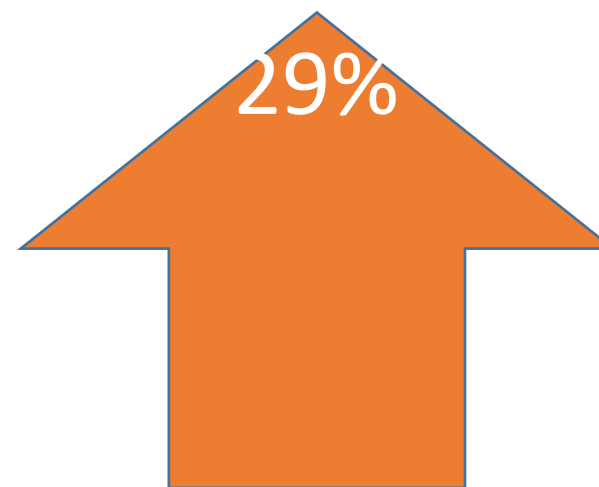


**One in seven residents stated they are an unpaid carer**

### Age profile and projections<sup>1</sup>

The table below shows the projected number of carers by age group living in Neath Port Talbot. Whilst it is currently estimated that the number of young carers will see a small decline over the next decade reflecting a falling birth rate, it is projected that the number of older carers will increase significantly, with those aged 75 and over rising by 29%.

Year	Age Group (years)						All ages
	0-15	16-24	25-64	65-74	75-84	85+	
2020	412	1,062	13,771	3,418	1,714	368	20,745
2021	411	1,052	13,744	3,444	1,752	378	20,781
2025	409	1,039	13,507	3,428	2,026	429	20,838
2030	391	1,121	13,002	3,641	2,167	522	20,844

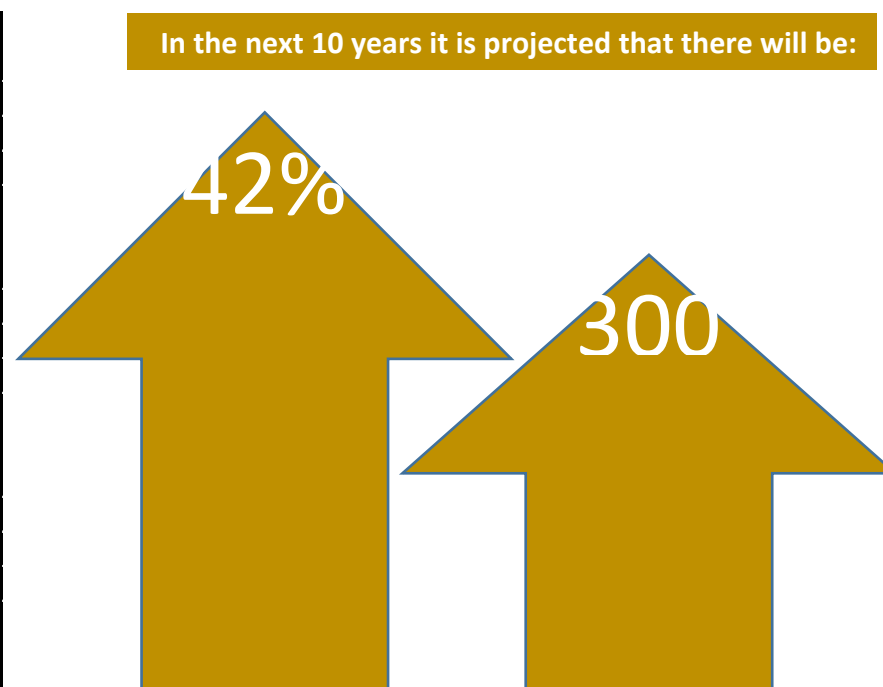


<sup>1</sup> Source: Daffodilcymru.org.uk Projecting the need for care services in Wales

## Age profile and hours of unpaid care per week

Looking at those people aged 16 years and over providing unpaid care, we can see that it is projected that the next decade will see a fall of around 1% in those providing up to 19 hours of care per week, and the number providing 20-49 hours per week will stay at current levels. However, the number providing 50+ hours of unpaid care per week is estimated to rise by 4%. This reflects the view that the number of people with more complex needs is expected to rise, leading to additional carers providing more care each week. This is illustrated most starkly by the **estimated 42% increase between 2020 and 2030 in the number of people aged 85 and over providing 50+ hours of care per week.**

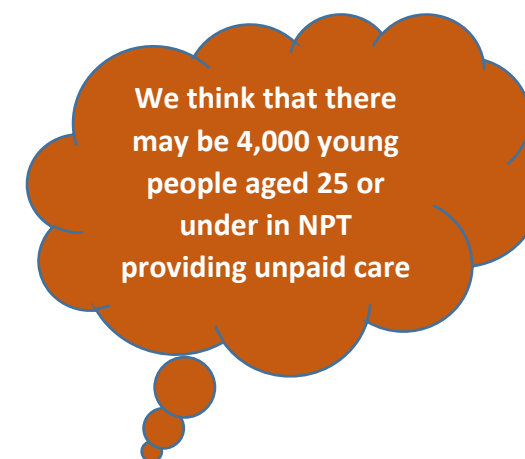
	2019	2020	2021	2025	2030
People aged 16-24 providing 1-19 hours of unpaid care	757	743	736	727	784
People aged 25-64 providing 1-19 hours of unpaid care	7,561	7,557	7,542	7,412	7,135
People aged 65-74 providing 1-19 hours of unpaid care	1,267	1,270	1,280	1,274	1,353
People aged 75-84 providing 1-19 hours of unpaid care	431	440	450	520	556
People aged 85 and over providing 1-19 hours of unpaid care	81	83	85	97	118
<b>1-19 hours</b>	<b>10,097</b>	<b>10,093</b>	<b>10,093</b>	<b>10,030</b>	<b>9,946</b>
People aged 16-24 providing 20-49 hours of unpaid care	181	178	176	174	188
People aged 25-64 providing 20-49 hours of unpaid care	2,317	2,316	2,312	2,272	2,187
People aged 65-74 providing 20-49 hours of unpaid care	485	486	490	488	518
People aged 75-84 providing 20-49 hours of unpaid care	226	231	236	273	292
People aged 85 and over providing 20-49 hours of unpaid care	52	53	55	62	75
<b>20-49 hours</b>	<b>3,261</b>	<b>3,264</b>	<b>3,269</b>	<b>3,269</b>	<b>3,260</b>
People aged 16-24 providing 50+ hours of unpaid care	144	141	140	138	149
People aged 25-64 providing 50+ hours of unpaid care	3,900	3,898	3,890	3,823	3,680
People aged 65-74 providing 50+ hours of unpaid care	1,658	1,662	1,674	1,666	1,770
People aged 75-84 providing 50+ hours of unpaid care	1,022	1,043	1,066	1,233	1,319
People aged 85 and over providing 50+ hours of unpaid care	226	232	238	270	329
<b>50+ hours</b>	<b>6,950</b>	<b>6,976</b>	<b>7,008</b>	<b>7,130</b>	<b>7,247</b>
<i>Total population aged 16 and over providing unpaid care</i>	<i>20,308</i>	<i>20,333</i>	<i>20,370</i>	<i>20,429</i>	<i>20,453</i>



## Young carers

Neath Port Talbot Young Carers Service provides support to Young Carers up to the age of 25 years, while the youngest they currently support is aged just 7 years old. Daffodil estimates there are around 400 young carers aged 0-15 years and 1,100 aged 16-24 years in NPT providing unpaid care each week. However, based on work by the NPT Young Carers Service we think the figure could be as high as 10% of the young people living in Neath Port Talbot. This means that there could be around 4,000 people aged 25 or under providing unpaid care each week.

<b>Children aged 0-15 years providing:</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2025</b>	<b>2030</b>
1-19 hours of unpaid care per week	306	308	308	306	292
20-49 hours of unpaid care per week	51	51	51	51	49
50+ hours of unpaid care per week	52	53	52	52	50
<b>Total</b>	<b>409</b>	<b>412</b>	<b>411</b>	<b>409</b>	<b>391</b>
<b>Children aged 16-24 years providing:</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2025</b>	<b>2030</b>
1-19 hours of unpaid care per week	757	743	736	727	784
20-49 hours of unpaid care per week	181	178	176	174	188
50+ hours of unpaid care per week	144	141	140	138	149
<b>Total</b>	<b>1,082</b>	<b>1,062</b>	<b>1,052</b>	<b>1,039</b>	<b>1,121</b>



## National Priorities

### National Carers' Priorities as identified by Welsh Government


The following have been identified by Welsh Government as being the national priorities for carers:

1. Identifying and recognising carers
2. Providing information, advice and assistance
3. Supporting life alongside caring

## How do we meet the priorities?

**Identifying and recognising carers** – Fundamental to the success of delivering improved outcomes for carers is the need to improve carers' recognition of their role and to ensure they can access the necessary support. It is vital that we help educate people to recognise themselves as carers and that we are able to identify carers at an early stage.

Official figures indicate that 14% of our population provides unpaid care, but we know this figure is based on the Census so it only reflects those people who self-identified as carers. Many more people do not class themselves as carers when they are looking after a relative or friend.



*It shouldn't always be the carers' responsibility to say they are a carer; in many cases carers don't see it themselves.*

## What we are going to do

- Map the number of carers and young carers identified and supported compared with population estimates and projections
  - There are thousands of carers living in NPT but only a fraction are known to Social Services
- Raising awareness amongst social workers
  - We will bring in **Carers Champions** in each of our social work teams who will act as a resource for colleagues on issues relating to carers; promote good practice through leading by example; and signpost colleagues and carers to appropriate support services
- Raising awareness amongst GPs / hospitals
  - **GP Carer Friendly Accreditation Scheme:** this recognises those practices that offer support to carers including through flexible appointments. We have signed up a number of practices and will continue to further this work
  - NPT Carers Service employs a Health Liaison Worker to work with Health colleagues, implement the GP Accreditation Scheme, identify carers on NPT Hospital wards and signpost them to support hospital discharge
- Raising awareness in schools



- Work in partnership with schools, colleges and community based youth projects to identify young carers and increase awareness and understanding of the caring roles carried out by young people
- Carers Assessments
  - Carers no longer have to request an assessment, local authorities must actively offer assessments where they believe a carer has a need for support
  - We are introducing a single assessment process. This will ensure that people contacting the Gateway Team or the NPT Carers Service are identified as carers and offered support in a simple streamlined process
- Carers ID Card
  - This is a simple way to support recognition of carers and offer benefits, local discounts, priority appointments and emergency support
- Protecting young carers from inappropriate caring responsibilities
  - Social workers undertake Young Carers Assessments to ensure appropriate support is offered
- Identify young people who need a transition assessment but are not receiving children's services
  - This seeks to improve support for young adult carers to enable them to make positive transitions between the ages of 16-24. This will identify the types of practical and emotional support that can enable a young adult carer to achieve a positive outcome
- Proactive communications to the wider public to identify and, where appropriate, assess the needs of carers across NPT
- The Young Carers Service has a project which works with schools and other partners to provide support to young carers
  - Young Carers ID Card so that pupils with caring responsibilities are better recognised and supported by their schools

## Measures

- Develop a systematic approach to delivering awareness raising sessions to young people in order to identify and support young carers
- Number of young people participating in awareness raising sessions within NPT
- All young carers to be offered an appropriate assessment of their caring responsibilities and its impact upon them in order to ensure their needs are being met and support offered where appropriate
- Increase in identified carers
- Increase in carers referred to carer support services
- Increase in the number of carers assessments offered

**Providing information, advice and assistance** – it is important that carers receive appropriate information and advice where and when they need it and in an appropriate format

People want simple, clear information with no jargon. Getting information, advice and assistance should be as easy as possible with minimum fuss and paperwork. This includes information regarding the person being cared for.



### **What we are going to do**

- GP Accreditation Scheme. NPT Carers Service's Health Liaison Worker has linked in with GP practices so that they get better at identifying people with caring responsibilities, including offering flexibility over appointments. This will continue across all GP clusters
- Work will also continue to identify carers in hospital settings (e.g. those becoming carers for unwell family members)
- Promote understanding of Carers' Assessments and the benefits of receiving them
- Welfare Rights to work with carers and the cared for in order to maximise benefits available
- Advocacy services
- Work in partnership with GP practices to promote events and activities to improve carers health and well-being
- Improve the newsletter with carers having their own section to share what they know regarding activities, events, etc.
- Increase promotion about what's happening for carers and what support is available

### **Measures**

- Number of young carers who state the support from the Young Carers Service has helped them
- Ensure young carers know where to go for support and what they can expect from the NPT Young Carers Service
- Increase in carers who say they find it easy to get information, advice and assistance (IAA)
- Increase number of those accessing carers support

**Supporting life alongside caring** – All carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring

Carers have told us that having time for themselves is often the thing they miss out on most. The term ‘respite’ usually referred to the cared for person staying in a care home for days, or sometimes weeks, at a time. This has caused its own problems. For example, peak times have meant that not everyone could be accommodated on exactly the dates they were looking at. For some it simply wasn’t practical – the cared for person might not even want a short stay in a care home; while carers can sometimes feel guilty about leaving a relative with others for an extended period of time. We recognise that respite needs to be as flexible as possible for those in need of a break.

### What we are going to do

- Respite Policy
  - We have introduced a new policy which will give carers more choice of how they have their breaks
  - We will monitor the uptake by type of break to inform future commissioning of services
  - Further develop befriending and sitting services (to support social activities and health appointments)
  - To provide respite that is meaningful to the person being cared for; this includes day service provision
- Emotional support and engagement – support programmes should include both an educational and therapeutic component to be most effective (Dickinson et al, 2017)
- Promoting carers within partner organisations and other employers
- Early intervention and prevention, use of technology to assist caring responsibilities, e.g. telecare/monitoring to support working carers and family members caring at a distance
- To provide opportunities for carers to meet to network and provide mutual support
- Continue to work with the third sector to strategically plan support to carers
- Engagement with carers to understand what matters to them

## Measures

- Ensure the voices of carers and young carers are included in the development of any carers services that are relevant to them
- Young carers to have a guaranteed seat on NPT Youth Council to ensure the views of young carers are brought forward to decision makers within NPT
- Number of young carers who state an improvement in their confidence and self-esteem after accessing support
- Number of young carers who feel less anxious and more able to cope with difficult situations
- Number of young carers who feel they can deal with their feelings better
- Provide young carers with an age appropriate tailored package of support, including the opportunity to socialise with other young carers and have a break from their caring role
- Number of carers and young carers who state their views and opinions were listened to
- Increased satisfaction levels from carers
- Working carers will feel better supported
- Hold regular Carers Coffee Mornings so carers can meet with senior social work staff

### *As a carer I will...*

- ✓ *Feel valued and respected*
- ✓ *Benefit from tailored services and timely information and support that is flexible to meet my needs and the person I care for*
- ✓ *Be recognised as a carer, listened to and heard*
- ✓ *Stay healthy and achieve a standard of life that I am happy with*
- ✓ *I have a choice about whether I wish to provide care, and how much care I'm willing to and able to provide ensuring the person being cared for has an optimistic future.*

## Outcomes for Carers

Outcome based on objectives	How measured	Target performance	Source of evidence
Carers are identified (including self-identification)	Number of carers registered (known to Social Services, Health/GP practices)	Increase	
Carers have completed a carers assessment	Number of carers assessments Waiting time from referral to assessment	Increase Decrease	
Carers have received an annual review	Number of reviews	Increase	
Carers have received respite care	Number of weeks of respite care	Increase	
Carers are in receipt of Direct Payments	Number of carers receiving Direct Payments	Increase	
Carers are in receipt of training and support	Carers awareness training taking place in health, social care and independent providers	Increase	
Carers are involved with care planning	Feedback	Increase of positive comment	
Carers are taking advantage of education and employment opportunities			
Carers are receiving an equitable and consistent service	Consistent offer across NPT Carers in receipt of services as a result of assessment	Increase	
Carers services are invested in	Expenditure on carers services/support	Increase	