

# Carers Partnership Board

## Annual Report 2020-21

### About the West Glamorgan Regional Carers Partnership

The West Glamorgan Carers Partnership has representation from Carers, Swansea Council, Neath Port Talbot Council, Swansea Bay University Health Board, Swansea Carers Centre, Neath Port Talbot Carers Service (NPT Carers Service), West Glamorgan Regional Partnership and the County Voluntary Councils, represented by Neath Port Talbot CVS. Gaynor Richards Director of Neath Port Talbot CVS Chairs the West Glamorgan Carers Partnership Board. The Development Officer role is delivered by CVS to strengthen West Glamorgan Regional Partnership with the Third Sector.

The Carers Partnership Board continued to meet during the pandemic so it could listen to the issues for carers and feed this information to the emergency governance arrangements for the region.

Since April 2020 the Carers Partnership Board has completed the following large pieces of work:

- **Carers Emergency Planning Guidelines.** - The Guidelines were co-produced last year in response to feedback from carers on their experiences during the early stages of the pandemic. They are intended to support partners to learn from the lessons during that time and to inform their own planning, policies and procedures to consider the needs of carers more effectively.
- **West Glamorgan Regional Carers Strategy** – The COVID-19 pandemic meant that the events planned in spring last year could not go ahead. The Board revaluated the situation and convened a strategy development group to take this work forward. The strategy development group included NPT Council, Swansea Council, Swansea Bay UHB, Swansea Carers Centre, NPT Carers Service and a Carer Representative. The Strategy was formally approved by the West Glamorgan Region Partnership board in January and was commended as an excellent piece of work by senior partners in the statutory services.
- **West Glamorgan Carers Liaison Forum** – The COVID-19 pandemic has highlighted the need for more regular and consistent engagement with carers. The Carers Partnership Board approved the establishment of a Forum to strengthen ongoing co-production activities to implement the Carers Strategy. A planning group was established and led by Carers who organised a series of workshops to establish the Values, Vision and Aims of the Forum. The workshops were delivered by Dynamix with illustrations by Laura Sorvala and were commended for their inclusive approach. The Forum will continue its development in 2021/22.

We have also supported Health colleagues with the:

- **Vaccination roll out to unpaid carers** – The Carers Partnership Board including third sector partners supported Swansea Bay UHB to share the issues for unpaid carers and were involved in developing the communications and monitoring the progress of the roll out to unpaid carers. Feedback received indicated that this prior involvement in planning made the process really simple and clear to understand for carers.

## **Feedback from partners.**

Chris O'Malley Vice Chair of the Carers Partnership Board:

“Carers have had to become self-sufficient we’ve had to develop more skills which are not usually part of our caring role because of the reduction of services and support during the pandemic. Communication is a challenge and carers feel that they must battle to get support because demand for services is high, there is decreased capacity and increased workloads for statutory staff which means carers can only access crisis support. I feel part of a productive process where I feel change is possible, however it still feels as if we’re targeting carers wellbeing after the stress has set in rather than preventing deterioration in wellbeing in the first place. We have a Carers Strategy but the real test will be whether we see better outcomes and improvements in carers wellbeing across the region.”

## **Carers Strategy**

Kelly Gillings: “Developing a strategy in such challenging times is no mean feat, but all those involved have gone above and beyond to undertake a thorough and meaningful piece of work that will have a positive impact on the lives of unpaid carers and the individuals they support.”

Dave Howes: “The work on developing a regional strategy for unpaid carers has been very impressive and it is going to make a real difference to the lives of carers across Swansea and Neath Port Talbot.”

Andrew Jarrett: “The Regional Carers Strategy sets out a clear direction of travel for the West Glamorgan region and the constituent bodies within the Regional Partnership Board, supported by the new Carers Liaison Forum working closely with carers.”

## **Carers Liaison Forum workshops – feedback quotes**

“Good, open discussions about what carers want from the forum.”

“Good use of technology in these challenging times”

“Being given a choice of times to attend the sessions.”

“Love the illustrators designs!”

“Would have liked more time in the breakout rooms for further discussion”

## **Funding the work of the West Glamorgan Carers Partnership**

In 2020, we allocated £200,000 ICF funding and £129,000 Welsh Government Carers funding to support delivery against the three national priorities for carers:

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

There was a particular focus on projects that support:

- Breaks for carers
- Raising awareness and providing information and advice
- Identifying and recognising Carers

Funding allocated to support carers and young carers through the Integrated Care Fund (ICF). The following projects/services were funded:

<b>Project name</b>	<b>Target Cohort</b>	<b>WG Priority</b>	<b>Funding</b>
NPT Carers - Parent Carer Transition Link Officer	Parent Carers and Children	Supporting life alongside caring Providing IAA	£32,415
NPT Carers Service - Breaks for Carers	Carers in Neath Port Talbot	Supporting life alongside caring	£35,592
Swansea Carers - Swansea Male Carers Pilot Project	Male Carers in Swansea	Providing IAA	£22,205
NPTCBC - Young Carers Service	Young Carers in Neath Port Talbot	Supporting life alongside caring	£8,769
SAN Neath and District - Inclusive Short Respite Break for Parent Carers & Families	Parent Carers and children in Neath port Talbot	Supporting life alongside caring	£32,415
NPT Carers - Single Point of Contact – Carers Triage in an integrated setting	Carers in Neath Port Talbot	Providing IAA	£27,092
YMCA Swansea - I Care Young Carers Project	Young Carers in Swansea	Supporting life alongside caring	£35,592

Funding allocated to support carers and young carers through the Welsh Government Carers fund. The following projects/services were funded:

<b>Project</b>	<b>Target cohort</b>	<b>WG Priority</b>	<b>Funding</b>
Swansea Carers - Hospital Outreach Service	Carers aged 18+	WG Providing IAA	£63,872
Swansea Carers - Young Adult Carers Project	Carers aged 16-25	WG Supporting life alongside caring	£22,756
NPT Carers - Health Liaison and GP Accreditation scheme	Health Professionals and GP surgeries	WG Providing IAA	£34,156
Swansea Council - Who's who and what do they Do?	All Carers in Swansea	WG Providing IAA	£1,908

### **ICF funding**

Despite the COVID-19 pandemic all 7 projects were able to continue due to providers making a significant effort to move to remote provision. The project descriptions are in Appendix 1.

#### **NPT Carers - Parent Carer Transition Link Officer**

The project intended to deliver in person support to parent carers who's children were transitioning through educational, health and social services systems. The support to individuals has continued through the use of telephone and online software.

#### **NPT Carers Service - Breaks for Carers**

Volunteers were the main way the short breaks project was going to be delivered and due to COVID-19 restrictions the sitting service element of the project could not be delivered. However, volunteers who were not shielding themselves and able to continue, were utilised in running errands on behalf of carers who were unable to leave home, such as collecting shopping. For Carers who really needed to leave the person they were caring for e.g. hospital appointment, the sitting service made arrangements for domiciliary care agencies to provide this safely.

#### **Swansea Carers - Swansea Male Carers Pilot Project**

This pilot project was to provide specific and tailored support to male carers. Peer support was also a focus of this project. As a new project and as result of the COVID-19 restrictions only 1 face to face support group has been held. However, support has been provided over the telephone predominantly. The project has focused on promoting the service with partners in housing, health and social care and has been slowly growing numbers of male carers involved in the project. The majority of male carers do prefer more face to face activities but they have managed to connect carers to each other using social media platforms.

#### **NPTCBC - Young Carers Service**

The face to face delivery of this project to young carers had to be abandoned until online groups could be set up. The young carers have greatly missed the face to face contact but have engaged with the online activities through the use of craft and wellbeing packs delivered to their door. The awareness raising part of the project was significantly impacted by the COVID-19 restrictions although some schools engaged with the programme to

continue identifying young carers in schools. Schools have started to re-engage with the awareness raising sessions and these are offered face to face or online.

### **SAN Neath and District – Inclusive Short Respite Break for Parent Carers & Families**

This project was funded to deliver a carer led respite opportunity for parent carers of children with additional needs. The COVID-19 pandemic seriously jeopardised the delivery of this support for carers. However, S.A.N. and the holiday provider were able to find a suitable date in between lockdown restrictions to enable the families to go on this much needed break.

### **NPT Carers - Single Point of Contact – Carers Triage in an integrated setting**

This project is focused on identifying carers early. It aims to provide a seamless service to carers presenting to Neath Port Talbot Council Single Point of Contact (SPoC) gateway to support service provided by Neath Port Talbot Carers Service. The Officer working on the project is usually based with the SPoC team and work closely with their Multi-Disciplinary Team. Due to the COVID-19 pandemic this project was delivered remotely. Carers seeking support continued to be provided with a carer's assessment, welfare benefits support and access to other services offered by NPT Carers.

### **YMCA Swansea – I Care Young Carers Project**

The aim of this project is to raise awareness of the needs and responsibilities of young carers with young people, teachers, health care practitioners and other key people working with young people. The training aims to help people working with young people better identify young carers in their services and improve the ways by which young people can identify themselves and access support. The COVID-19 pandemic affected the delivery of this project as schools were closed but sessions were delivered online instead and developed 2 animated videos for use to promote the needs of young carers via social media.

### **Welsh Government funding**

Due to the impact of the COVID-19 pandemic three out of the four projects were delivered during 2022-2021. The project descriptions are in appendix 2.

### **Swansea Carers - Hospital Outreach Service**

The project aimed to support carers with information advice and assistance. The project has not been able to deliver face to face activities and outreach in the hospitals due to the pandemic. However, the project has been able to display posters in all the hospital sites across Swansea to help signpost Carers to the service. Carers have continued to be supported online and directed to sources of support both internally to Swansea Carers Centre and to other partners when needed. The project has also formed links with regional partners working on hospital discharge processes and has received requests for presentations about the service and departmental staff team meetings in the Health Board.

### **Swansea Carers - Young Adult Carers Project**

This project aimed to support Young Adult Carers with information and advice, building self-esteem, developing their aspirations and help reduce feeling of loneliness and isolation. Again, the project has not been able to deliver face to face activities. However, despite missing the in-person contact, beneficiaries continued to have 1-1 and group support

online. They were pleased to have the option of engaging online and using other social media platforms to stay connected with the project and each other.

### **NPT Carers - Health Liaison and GP Accreditation scheme**

This project is the sister project to the Hospital Outreach Service provided by Swansea Carers Centre. The aim is to deliver an outreach service to Neath Port Talbot Hospital and occasionally in Morriston Hospital as the primary hospital serving the whole region. This service has also had to adapt by supporting carers online. However, they have been able to some run in person, socially distances meet ups for carers when restrictions have allowed. The second element of this project is to deliver a GP Accreditation programme on carer awareness and recognising carers in a primary care setting. They have not been able to deliver the drop in session in person but they have maintained connections with GP services and will follow up accreditation with those GP who are yet to complete the process.

### **Swansea Council - Who's who and what do they Do?**

This project was not delivered. The pandemic has had a significant impact on the services that would have been promoted on this leaflet. Some were no longer in operation or have uncertain futures due to the shifting landscape in the pandemic meaning the leaflet would be out of date almost immediately. Co-producing this information and advice leaflet was also preferred face to face and did not lend itself to moving to online.

## Appendix 1

Project	Description
NPT Carers - Parent Carer Transition Link Officer	The aim of this project is to provide a seamless service for parents whose child is experiencing transition. The service would provide IAA, welfare benefit advice, offer of carers' assessments and emotional support. The post holder would work in an integrated way with partners, being co-located to the most suitable team. Parents would have access to expert advice regarding the transition period.
NPT Carers Service - Breaks for Carers	<p>We will provide a sitting service that is managed by a Volunteer Coordinator and delivered by volunteers. Volunteers will sit with carers in the home to provide company for the cared for and give carers piece of mind when they have a break.</p> <ul style="list-style-type: none"> <li>• We will provide short breaks from caring to allow carers time to meet with other carers for mutual support and to decrease isolation. For example the carers singing group, art therapy, health &amp; well being days, outdoor activities.</li> <li>• We will provide emergency domiciliary care "sits" for when the cared for have higher level needs and don't meet the volunteer sitting service criteria. Carers who have a one off activity of their own to attend such as a family wedding or have health appointments could access this.</li> </ul>
Swansea Carers - Swansea Male Carers Pilot Project	Our project is a new Male Carers support service for Swansea, responding to local unmet needs. It will match fund our pilot Male carers peer support group project from Rank and Carers Trust and benefit 150+ male carers aged 16+ living in Swansea. We will support male carers and families to receive early person centred care and support which is flexible and meets their needs. We will offer a personalised, single point of access for support, specialising in male carers focusing on engaging carers of newly diagnosed – allay fears/concerns, inform & educate and reduce isolation.
NPTCBC - Young Carers Service	Our aim with continued funding will be primarily for one person to coordinate, facilitate and follow up after the awareness raising sessions. There are now robust and efficient systems in place where they will be able to continue the smooth running of the scheme and assist in identifying more Young Carers. The Project will work in great conjunction with the schools and colleges and will continue to inform them of potential Young Carers in their settings while providing the right information and support in order to cater for this vulnerable group of young people

<p>SAN Neath and District - Inclusive Short Respite Break for Parent Carers &amp; Families</p>	<p>SAN propose a pilot respite break for this year to trial a carer led model of respite provision that aims to meet the expressed needs of families. In line with Western Bay's Five Year Strategy we plan for this project to become an annual respite spring break which will support family life alongside caring. This inclusive break will provide a service which encompasses all ages of carers and loved ones as a family unit and is not based on age, but on what families have stated they need.</p>
<p>NPT Carers - Single Point of Contact – Carers Triage in an integrated setting</p>	<p>The aim of this project is to provide a seamless first point of contact service in place for Carers and to further develop and improve integrated working between NPT Carers Service, Health and Social Services. Carers will also have the right information at the right time and are offered a wide range of early intervention and prevention services.</p>
<p>YMCA Swansea - I Care Young Carers Project</p>	<p>The aim of 'I Care' Is to:</p> <ul style="list-style-type: none"> <li>• Raise awareness of the needs, roles and responsibilities of Young Carers to young people, teachers, health care professionals and key adults.</li> <li>• Deliver 'Understanding Young Carers' Training to Key Adults and health care professionals.</li> <li>• Provide Information, advice and assistance to Young Carers and those who work with them and support them.</li> <li>• Identify and recognise young carers and help them to access support and services</li> </ul>



## Appendix 2

Project	Description
Swansea Carers - Hospital Outreach Service	<p>We aim to reduce carers stress and improve their quality of life, health and wellbeing by joint working with primary and secondary care staff in local health settings, across the City &amp; County of Swansea.</p> <p>Many carers are catapulted into a caring role and faced with important decisions when a loved one goes into hospital. They may be new to caring and don't know what to expect, or have already been caring for the person, but their needs have now increased or changed. Deciding to care or continue caring for someone who is coming out of hospital and who can no longer care for themselves in the same way as before can be very difficult.</p> <p>Carers have a key role in the effective and safe delivery of treatment and care of patients in hospital. It is important we identify, involve and support Carers in the clinical setting, as soon as possible, so they receive timely support, that meets their needs, are involved in the discharge process and are able to care for the cared for safely, avoiding carer crisis.</p>
Swansea Carers - Young Adult Carers Project	<p>We aim to reduce Young Adult Carer stress and improve their quality of life, health and wellbeing by supporting them through their transition to further or higher education, work or apprenticeships and/or to help them maintain their place.</p>
NPT Carers - Health Liaison and GP Accreditation scheme	<p>This is a two part project – all covering health at two different levels. The aim of this project is to provide a link to enable health professionals to signpost and support carers accordingly as well as to continue and enhance the GP Accreditation and Hospital Link work already undertaken. This includes the presence and outreach work in wards in Secondary care settings and the GP Accreditation and outreach work at pharmacies covering Primary Care settings.</p> <p>The project is a continuation of all the great work the project is already providing by the member of staff in place who has created great working relationships with health colleagues such as discharge nurses and at GP surgeries.</p> <p>For the 2019/20 financial year, the project is currently funded by two sources but only enough for part-time hours, this being; Welsh Government Carers Funding (\$15,110 via 5CA) and additional funding for 1 additional day p/w via the Regional Health, Social Care and Wellbeing Scheme Small Grants Scheme (£5,639 via 11SG) especially for the GP accreditation scheme in which the post holder has been very successful. The project will provide drop-in sessions where carers can access confidential one to one Information Advice and Assistance. The aim includes:</p> <ul style="list-style-type: none"> <li>• Carers accessing the right information at the right time</li> <li>• Supporting GP practices to support Carers</li> <li>• Assist GP Practices in obtaining not only the Carer Friendly GP accreditation award but the Carer Friendly Plus award as well.</li> <li>• Providing Carers with an opportunity to ask questions and access support from someone with expertise and understanding</li> </ul>

<p>Swansea Council - Who's who and what do they Do?</p>	<ol style="list-style-type: none"> <li>1. To co-produce a resource that will inform carers of people living with dementia that will help them navigate Health and Social Care and the Third Sector</li> <li>2. To co-produce a resource that will inform carers and citizens that will help them navigate Health and Social Care and the Third Sector</li> </ol> <p>The product will be available in several formats e.g. leaflet, website. It is envisaged the resource would be easy read, explaining our jargon and would include:</p> <ul style="list-style-type: none"> <li>• Role of the professional</li> <li>• What they do</li> <li>• How to contact them</li> </ul>
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