

# Regional Carers Strategy Quick Reference Guide

## Appendix 2









### Our Mission

**We will work together to improve the wellbeing of carers in West Glamorgan by listening, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.**

### Our Vision

**Unpaid Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being, throughout their caring journey.**

### Our Values

-  Carers are treated with kindness, dignity and respect.
-  Working with carers will be built on a foundation of honesty and integrity to foster trusting relationships.
-  Carers are empowered to speak up for themselves and the person they care for if/when needed.
-  Carers are respected as experts by experience and specialists in the wellbeing of the person they care for.
-  Carers are equal partners in discussions about their needs.
-  Carers are supported to achieve equity to enable them to make informed decisions and enhance their well-being.
-  Carers' rights are upheld by making consistent, reliable, fair and just decisions.
-  Carers and organisations/services learn together through experience, empathy and partnership.

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## How we understand caring situations

Caring scenarios are based on...						
<b>Your age group</b> <i>What stage of life?</i>	Child	Young Person	Adult	Older Adult		
<b>Your relationship</b> <i>Who are you caring for?</i>	Parent / Grandparent	Sibling	Child / Grandchild	Spouse / partner	Unrelated (e.g. neighbour)	
<b>Your situation</b> <i>What is your life like?</i>	Caring for multiple individuals	Working	Unemployed / retired	In education	Living separately to cared-for individual	Living with a disability or illness

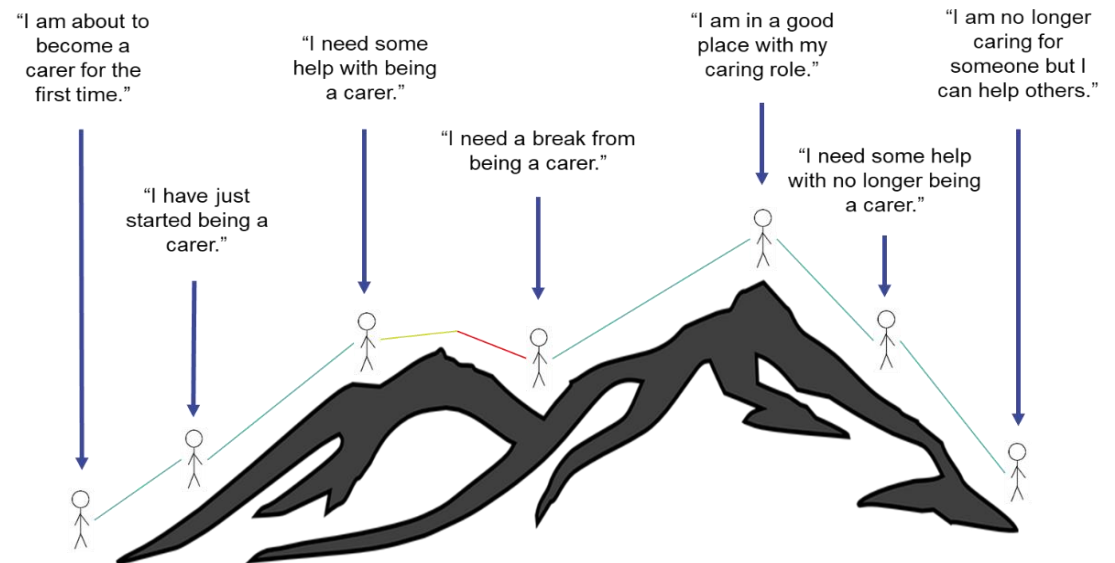
The Social Services and Well-being Act defines a “carer” as “a person who provides, or intends to provide care for an adult or disabled child”.

Carers’ age, relationships and situations are rarely static. We recognise that people can become carers gradually, but caring can also be thrust upon people through life events.

The caring journey can be difficult and rewarding, just like climbing a mountain. It does not take place linearly, paths can undulate and terrain can change.

Carers will begin the journey with varying levels of knowledge and experience. They may find that along the journey they need help or need a break to get them to being in a good place and they can move between these parts of the journey continuously for the duration of the journey. Carers also need support when transitioning from a caring role.

## How we understand the caring journey



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## Our Themes

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
<b>Balancing priorities</b>	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> <li>Better range and quality of services to meet carers' needs for a break e.g. respite</li> <li>More flexibility and choice</li> <li>More support to enable carers to access social and leisure opportunities</li> <li>More opportunities to 'take a break'</li> <li>Support to enable carers to access work, education or volunteering</li> </ul>	<ul style="list-style-type: none"> <li>Carers have flexible and responsive respite opportunities.</li> <li>Carers have support with developing contingency plans.</li> <li>Carers have access to wellbeing workshops</li> <li>Carers have workplace and educational support</li> </ul>	<ul style="list-style-type: none"> <li>Map existing respite provision and innovation opportunities to agree regional approach/principles to respite and short breaks.</li> <li>Identify key areas where representation is needed on Carers Partnership Board e.g. education.</li> <li>Establish processes for connecting the Carers Liaison Forum to governance structures e.g. representatives on CPB and RPB.</li> <li>Support the introduction of contingency planning tools and support for completion.</li> <li>Prioritise and promote initiatives that support carer wellbeing.</li> </ul>
<b>Supporting each other</b>	<i>Carers value support from other carers</i>	<ul style="list-style-type: none"> <li>More networking and interaction</li> <li>More peer support and community-based or local services</li> <li>Better channels for engagement</li> <li>Raised awareness of carers' issues/stories</li> <li>Enabling digital inclusion for carers</li> </ul>	<ul style="list-style-type: none"> <li>Carers have opportunities to meet each other</li> <li>Carer led groups are commonplace</li> </ul>	<ul style="list-style-type: none"> <li>Establish a Carers Liaison Forum and grow membership of individuals and carer groups.</li> <li>Establish carer groups for staff in all statutory partner organisations and encourage employers across the region to do the same.</li> <li>Map carers support groups and networks across the region.</li> </ul>

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Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
<b>Information and advice</b>	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> <li>Guidance is easy to access and understand (clear &amp; concise)</li> <li>Different organisations “on the same page”</li> <li>Guidance is signposted/easily accessible</li> <li>A single point of contact for information on what help is available</li> </ul>	<ul style="list-style-type: none"> <li>Carers are informed of their rights.</li> <li>Carers have dedicated and tailored information and advice portals/places across all statutory providers.</li> <li>Carers have information and advice about contingency planning</li> <li>Carers are informed about Assessments and how they can be of benefit.</li> <li>Easy read options and minority languages are catered for.</li> </ul>	<ul style="list-style-type: none"> <li>Develop regional information and advice initiatives e.g. rights, carers assessments, direct payments, etc.</li> <li>All regional carers document to be available in Welsh, Easy read and other minority languages common in West Glamorgan communities.</li> <li>Establish a “one stop shop” of digital information sources.</li> </ul>
<b>Identified and recognised</b>	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> <li>Professionals (e.g. Doctors, pharmacists, front line staff) are more aware of carers and their rights</li> <li>New carers understand what it means to be a carer</li> <li>Promotion of statutory services for carers to all parties</li> <li>Carers are encouraged to self-identify as a carer.</li> <li>Carers are valued as expert partners in care and included in conversations and decision making.</li> </ul>	<ul style="list-style-type: none"> <li>Carers are recognised even if they don’t self-identify</li> <li>Carers are actively identified by organisations and staff supporting them.</li> <li>There is shared responsibility across and within organisations for identifying carers.</li> </ul>	<ul style="list-style-type: none"> <li>Develop and maintain regional data set on the demography of carers in West Glamorgan</li> <li>Identify key points of contact where carers can be identified and establish regional approach for signposting to information, advice and support.</li> <li>Support the introduction of Carer Aware training schemes.</li> </ul>
<b>Dignity and Respect</b>	<i>Carers value being treated appropriately for being a carer</i>	<ul style="list-style-type: none"> <li>Behaviours from staff include empathy</li> <li>Attitudes from staff include respect</li> <li>Actions include meaningful listening</li> </ul>	<ul style="list-style-type: none"> <li>Carers are recognised as experts by experience</li> <li>Awareness of Carers is commonplace</li> </ul>	<ul style="list-style-type: none"> <li>Develop a carers’ charter for organisations to sign up to across the region.</li> </ul>

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Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
		<ul style="list-style-type: none"> <li>Aligned with United Nations Conventions and Principles</li> <li>Partnerships means consistency in how carers are treated across professions and the region.</li> </ul>	<ul style="list-style-type: none"> <li>Standard approaches across department's e.g. schools, IAA services, hospital discharge.</li> <li>There are consistent approaches across and within organisations</li> </ul>	<ul style="list-style-type: none"> <li>Develop and promote rights awareness information.</li> <li>Develop a library of carers' stories that support engagement and promotion of carers services and support.</li> </ul>
<b>Support services</b>	<i>Carers value help in understanding their rights and</i>	<ul style="list-style-type: none"> <li>Timely access to Carers Needs Assessment / Carers Support Plan</li> <li>Responsive Housing support (e.g. adaption of homes)</li> <li>Consistent and timely Education support (e.g. for young carers struggling at school or adult learners)</li> <li>Timely and accessible Transport support (e.g. carers who live in a different location to the cared-for person)</li> </ul>	<ul style="list-style-type: none"> <li>New developments and changes are co-produced with carers.</li> <li>Carers services are funded sustainably</li> <li>Carers are actively offered direct payments</li> <li>Carers positive and negative experiences are used to inform service improvement</li> <li>Carers have responsive and flexible access to mental health and well-being services.</li> </ul>	<ul style="list-style-type: none"> <li>Commission Carers Services in line with themes and priorities.</li> <li>Refresh carers services mapping and identify potential gaps or opportunities.</li> <li>Define and implement a regional approach to direct payments for carers.</li> <li>Promote the Carer Liaison Forum as an established group for partners to involve in their co-production opportunities.</li> <li>Develop a regional approach to learning from common challenges faced by carers in accessing and using services.</li> </ul>

## Cross-cutting Themes

Carer Wellbeing

Communications

Co-production

Training