



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 21 March 2023

WEST GLAMORGAN PARTNERSHIP

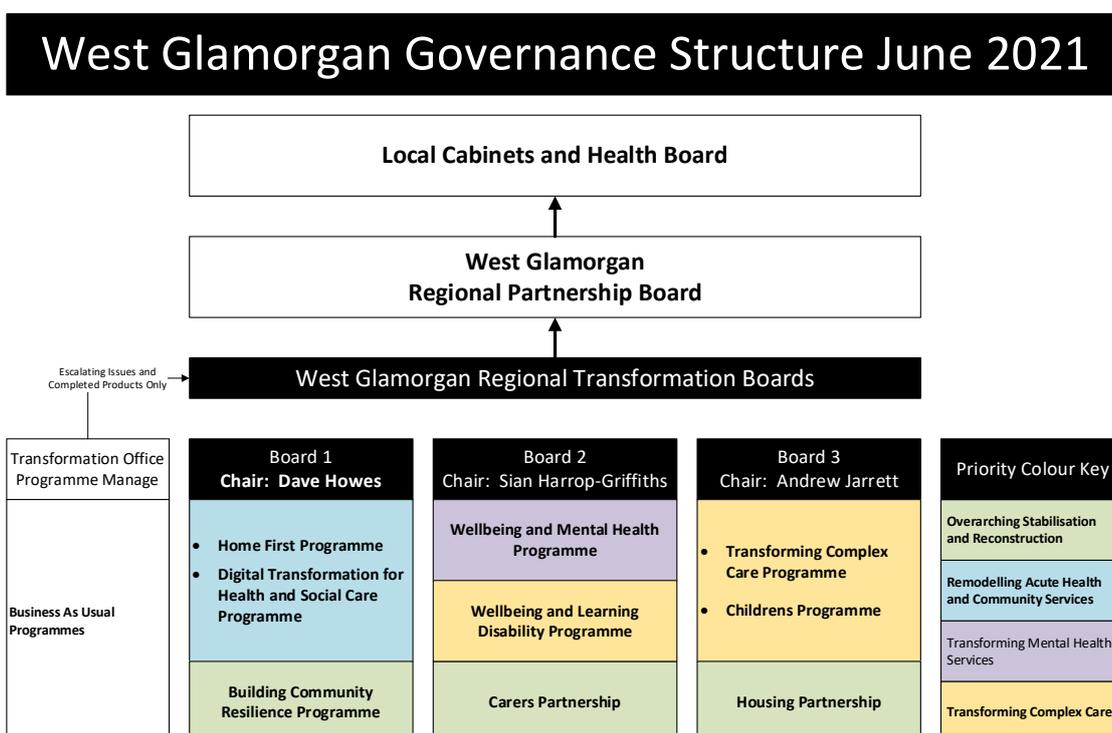
<p>Purpose</p>	<p>To provide an update as required by the board in relation to:</p> <ul style="list-style-type: none"> • West Glamorgan Transformation Programme which captures any elements of the Health Board’s plan for change • the relationship between Health and Social Care and the rebalancing agenda
<p>Content</p>	<p>This report includes: an update on the West Glamorgan Transformation Programme</p>
<p>Councillors are asked for their views on</p>	<p>The work of the region since March 2022</p>
<p>Lead Councillor(s)</p>	<p>Cllr Louise Gibbard, Cabinet Member of Care Services</p>
<p>Lead Officer(s)</p>	<p>Dave Howes, Director of Social Services</p>
<p>Report Author</p>	<p>Kelly Gillings; West Glamorgan Regional Director of Transformation</p>

1. Background

- 1.1 This report will cover the work of the West Glamorgan programme since March 2022 to date.
- 1.2 The report by default includes any partnership elements where integrated services are developed on a Regional basis.
- 1.3 This report will also outline the relationship between Health and Social Care and the rebalancing agenda.
- 1.4 The Regional Programme has changed several times over the last 4 years.
- 1.5 Firstly, the Region dealt with the Health Board Boundary change and the disaggregation of Bridgend Council from the Regional Partnership
- 1.6 During that time, the Programme was re-set to a Transformational Programme that was coproduced with all partners including Third Sector, Citizens, and Carers.
- 1.7 The COVID-19 Pandemic then shifted the region's focus to operational facilitation and delivery the Emergency Arrangements needed to safeguard the population.
- 1.8 Once the first wave of the pandemic was waning, the Partners agreed to reset the Transformation Programme (April 2021) only to find that by September 2021 that the emergency arrangements had to be re-established and once again the programme paused.
- 1.9 The way in which Welsh Government funded the Regional Programme also changed in April 2022 and the region has developed proposals to support the first year of new Regional Integration Fund (RIF).
- 1.10 The Transformation Programme was re-launched in June 2022 and has continued to make Service Improvements in support of the ongoing crisis within Health and Social Care and has started to look to the next 5 Years Area Plan to set its direction of travel.

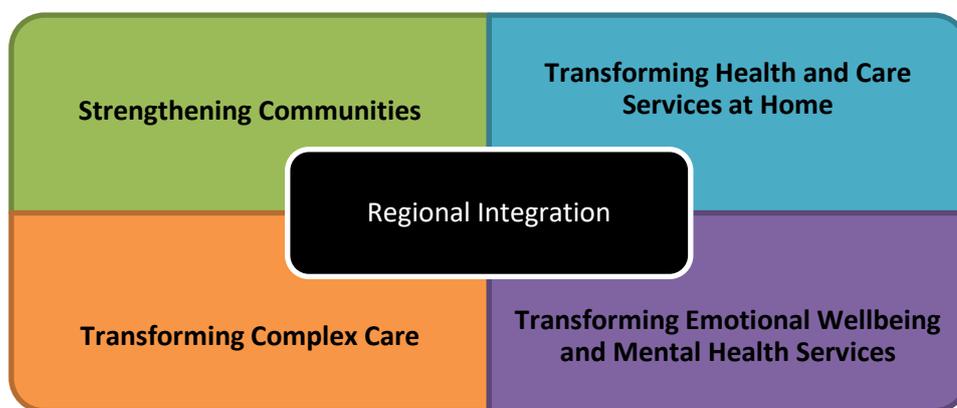
2. Transformation Board Governance Arrangements

- 2.1 The West Glamorgan Programme Governance Structure is depicted in the Diagram below:



3. West Glamorgan Area Plan for 2023-2027

- 3.1 The new Area Plan for the Region was approved on 25th January 2022 by the Regional Partnership Board
- 3.2 The Area Plan is currently being taking though each of the statutory partners governance structures also for endorsement.
- 3.3 This Area Plan sets out how the West Glamorgan Regional Partnership Board will respond to the findings of the [West Glamorgan Population Needs Assessment](#) published on the 1st April 2022, which captured the health and social care needs of people across the West Glamorgan Region. It explains how the Local Authorities and the Health Board, with partners, will address the requirements of the Social Services and Well-being (Wales) Act 2014.
- 3.4 In response to the key conclusions drawn from the Population Needs Assessment and Market Stability Report, the West Glamorgan Regional Partnership Board has adjusted their priorities for the next five years.



3.5 Below is a more detailed explanation of each of the priorities:

Strengthening Communities

This priority focusses on how the statutory partners, third sector and volunteers will work collaboratively with and in communities. The partnership will adopt a strength-based and place-based model of prevention and community co-ordination. This will better support and promote good emotional health and wellbeing for individuals to remain living safe and well within their communities, without unnecessary recourse to statutory health and care services.

- There will be a particular focus on:
- Support for carers of all ages
 - Prevention and well-being services that support the delivery of a person-centred health and care approach
 - Expanding the range of financially sustainable accommodation-based solutions for individuals who have or may develop care and support needs and reduce avoidable recourse to more institutionalised forms of care.

Transforming Health and Care Services at Home

This priority focusses on the development of new models of financially sustainable and integrated community health and care to support people to remain living safe and well within own homes and communities.

There will be a particular focus on:

- Home from hospital services
- Reducing unscheduled care admissions for people over 65
- Reducing the time spent in an acute hospital setting following an unscheduled care admission for people over 65
- Reducing unnecessary recourse to long term care for people over 65.

Transforming Emotional Wellbeing & Mental Health

This priority focusses on the development of an increased range of opportunities and promoting good emotional health and wellbeing for children and adults who are struggling with their mental health and including dementia to access proportionate support across the continuum of need.

There will be a particular focus on:

- Implementing a 'no wrong door' approach for access to emotional well-being and mental health support
- Ensuring timely access to the right help, from the right person at the right time across the continuum of need
- Increasing the range of opportunities for children and adults to access support that promotes emotional and psychological well-being and reduce avoidable recourse to specialist mental health services.

Transforming Complex Care

This priority focusses on the development of new models of financially sustainable and integrated health and community-based care that maximises the safety and independence of children and adults with complex needs, enabling them to live and be cared for closer to home, lead ordinary lives and avoids unnecessary recourse to more institutionalised forms of care.

There will be a particular focus on:

Establishing effective processes for joint assessment and care planning (including the associated funding arrangements) between the statutory partners that ensure a focus on the delivery of integrated health and care for children and adults with complex needs.

Improving the experience of an individual in the transition from children to adult services

Expanding the range of financially sustainable accommodation and care-based solutions for children and adults with complex needs and reduce avoidable recourse to more institutionalised forms of care

Expand the range of financially sustainable integrated health and care services across the continuum of need and support children to remain living safe and well within their families and communities.

4. Engagement and Coproduction

- 4.1 We have all partner representation which includes 3rd Sector, People (Citizens) and Carers who are integral members of the Transformation Boards and within each programme across infrastructure.
- 4.2 Further work to support these vital representatives at all levels is continuing.
- 4.3 We have across the partnership endorsed the:
 - West Glamorgan Coproduction Framework
 - West Glamorgan Coproduction Charter
 - West Glamorgan Coproduction Toolkit
- 4.4 Early in the next Financial Year the region will also have brought a West Glamorgan Volunteers Framework for endorsement.
- 4.5 A new member of staff has been appointed to the West Glamorgan Team to specifically support the Volunteers who represent across the programme.

5. Programme Progress

- 5.1 The Annual report attached as an appendix was approved in June 22 and demonstrate some key areas of progress made across the partnership.

- 5.2 In appendix 1 there is a summary of the performance measures captured for all the population cohorts.
- 5.3 The quarterly monitoring returns captures the performance data and measures for all the ICF funded schemes. The measures captured include 'how much', 'how well', and 'difference made' which are the measures included in the original project proposal which was the basis of the decisions for investment.
- 5.4 Given there have been issues with inconsistent performance measures work is underway to develop performance frameworks for the different programmes in order to align the measures with the strategic outcomes and to ensure we can easily collate the measures. For example, one organisation will report on number of counselling hours provided and another organisation will report on number of people who have received counselling. This work should be completed by quarter 1 in 23-24.

6. Winter Planning

- 6.1 The list below outlines the work that the Partnership completed through the winter period to support the system pressures.
- 6.2 West Glamorgan is on track to meet its 1000 beds commitment and the data below has been taken from the 1000 Beds return supplied by Partners.
- Step Up / Step Down Beds (72)
 - Increase of Bedded Reablement in Bonymaen House (14)
 - Increase of the Number of Beds in Virtual Wards (16)
 - Increase of Beds in Gorseinon (3)
 - Additional Capacity in Domiciliary Care (14 NPT, 16 SC which is approx. 300 hours of care). Issue – Care Providers are still handing back packages of Care. The actual number of additional hours created is c. 1000 but c. 600 hours have been subsumed by having to reallocate existing packages handed back to the LA's
 - Expansion of 3rd Sector Support for Discharge from hospital (each month on average an additional 36 individuals have been supported)
 - Recruitment into Home Care Posts Local Authority Domiciliary Care (9 NPT, 5 SC – bedded equivalents)
- 6.3 In addition to the 1000 Beds work though the winter period we continued to support our other population groups in the following ways:
- Carers – additional communications in regards to the cost of living crisis with links to welcoming places. Additional Funding for Young Carers to provide relief over the Christmas Period.
 - Planning – Emergency support for Care Home in crisis over the Christmas Period with resilience planning
 - Children and Young People - Regular discussion and oversight with all partners of key issues in terms of CYP waiting for emotional and psychological well-being
 - Emotional Wellbeing and Mental Health - Third Sector/voluntary organisations continue to support and encourage people with Mental Health issues to reconnect with community

groups in their areas.

- Learning Disabilities – continued communication to support individuals to have their annual health checks

7. Relationship between Health and Social Care and the Rebalancing Agenda

- 7.1 In line with the Programme for Government, there is commitment to introduce a strategic National Framework for care and support. The Framework will set standards for commissioning practice, reduce complexity and rebalance commissioning to focus on quality and outcomes. What matters to people will be at the heart of the Framework.
- 7.2 A National Office has been established to oversee the implementation of the National Framework.
- 7.3 The Minister has acknowledged that partners need to work together at several levels to maximise resources and meet the needs of their population. Building on the strong partnership working demonstrated during the Covid pandemic. The wish is to see effective partnerships thrive at a cluster, local, regional and national level.
- 7.4 Work is ongoing to strengthen regional partnership arrangements, so that better joint working delivers for local populations. Part 2 and Part 9 of the Social Services and Wellbeing Act (2014) is being amended to legislate to strengthen partnerships.
- 7.5 Work continues with representation from the Regional Partnership Boards to strengthen their arrangements in relation to:
- governance and scrutiny;
 - planning and performance;
 - engagement and voice;
 - integrated service delivery; and
 - rebalancing the social care market.

8. Financial Implications

There were no financial implications for core funding in this programme. All programmes and projects are funded via Regional Investment Fund.

9. Workforce Impact

Not applicable.

10. Equality and Engagement Implications

10.1 There are no Integrated Assessments Implications associated with this report

10.2 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

10.3 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

10.4 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

11. Legal Implications

There are no legal implications associated with this report

12. Risk Management

All individual programmes and projects utilise a risk management strategy.

13. Background Papers:

Not applicable

Appendix 1 – Summary of Performance



Mental Health

One of the key priorities of the West Glamorgan Partnership is **Transforming Mental Health**. During 2020-2021 the West Glamorgan programme consisted of a number of projects for example modernising mental health day services which will help with changing delivery of services for people with mental health conditions and issues.

There has been a focus on the longer term benefits of improving emotional well-being and prevention of poor mental health. We have promoted the importance of advising/informing people of how they can look after their own mental health. At the same time, we must ensure people with serious mental health conditions are being dealt with consistently across Swansea and Neath Port Talbot.

In 2021, the new Sanctuary Service was rolled out, offering a new way of working and providing person-centred urgent support. This included an out of hours facility providing therapeutic and holistic support for people at risk of a mental health crisis.

Other regionally funded projects have targeted young people who are homeless, adults in need of help improving their emotional well-being, and groups of citizens who have found it difficult to overcome the barriers to accessing mental health support. This includes helping people to effectively manage their finances, connecting people with support services, develop mental health peer-support networks where no such networks/groups exist in either in person or online, link with internal services like Get Online and money advice to improve wellbeing.

“The group sessions have made a difference to me due to my mental health. It made me look at things in a different way and to open up in myself.

It helped me to open up meet new people and to know am not alone and I can talk and get back on track, it will take time but this is the way forward for myself. I look forward to this group. The subjects have helped me to deal with things and to know it is ok not to be ok and tomorrow is a new day. I would recommend these groups they are very helpful and to know that other people are going through stuff too and how to cope day to day with mental wellbeing. This is a good group, nice, relax, helpful everyone gets a chance to share and talk and help each other when in need.”

Quote from BAME Mental Health Awareness

Work will continue through 2022 to develop the key priorities informed by our Regional Mental Health strategy so we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of population experiencing mental health conditions in our region.



317

well-being and mental health improvement sessions offered to people

90%

of clients engaged in preventative mental health support leading to reduction in the need for ongoing specialist services

17

weekly mental health counselling-led walking groups



19 Projects

16 of which are 3rd Sector and 3 statutory



428 hours of counselling sessions



96 families of people with mental health were supported

369 Individuals received a range of different support personal to their well-being needs

71 people accessing counselling sessions



202 referrals to third sector organisations for support with their well-being

96% of individuals contacted by Sanctuary Service within a 12 hour period

1,057 referrals made to Sanctuary Service (after hours for people in emotional crisis)

308

individuals sign-posted to other services

116

individuals received support through group-based sessions



£766,529 funded via West Glamorgan in 2021/22

505

contacts provided with information, advice and assistance

Transforming Complex Care and Learning Disability



One of the Key Priorities for West Glamorgan is to establish fit for purpose joint funding arrangements to support the provision or commissioning of integrated/ collaborative health/ social care services to support children and adults with complex needs.

This is intended to:

- Safely support regional looked after children (LAC) reduction anywhere on the continuum of need
- Safely support adults with complex needs to remain or return to living as independently as possible within their families or local communities within the region rather than within more institutional health or care settings.
- Ensure seamless transition between services across all services including young people into adulthood

Examples of the Projects delivered under this programme are:

The Commissioning for Complex Needs project is transforming the lives of people with complex needs who are receiving care services within residential care and supported living. Its main objective is to provide excellent quality commissioned services with the aim of increasing the independence of service users and supporting them to achieve their personal well-being goals. The ethos is one of true collaboration that puts the person at the centre of service planning and delivery.

Leonard Cheshire provided digital inclusion sessions for members of the community at The Social Bean, social enterprise café in the heart of Swansea to ensure they remained connected to their communities and their families. The tailored support was critical to ensuring people with disabilities and or additional learning needs have adequate support care throughout the pandemic.

Swansea Autism Movement CIC project developed the resilience and wellbeing of their autism community by connecting families through a wide range of activities, providing regular 8 Five Ways to Wellbeing project provided fortnightly sessions for adults with a learning disability with the aim of improving emotional literacy, awareness of self-care and self-help techniques and overall wellbeing. The support also included online Social Activities, virtual activities and reminiscing therapy, which prevented the need for mental health support and intervened early if low-level mental health problems were present, preventing them needing to access higher level support.

“Staff and volunteers] have been really innovative in coming up with activities the group can do together in their weekly Zoom sessions (such as rock painting, making pancakes, seed planting, and mask decorating). Every few weeks a pretty parcel arrives packed with all the materials needed for the term’s activities. It’s all really well organised and thought through. The Zoom sessions have been a great way of maintaining contact and practicing social skills at a time when social contact is severely restricted for my daughter due to ongoing shielding. Thank you Discovery volunteers for making a difference.”



Cost avoidance and savings of **£1.5m** made through focusing on people’s outcomes

46 assessments completed reviewing outcomes for individuals for living in commissioned care



10^{LD} Projects supporting Learning Disability and Transforming complex care

67 care home staff attended 12 educational sessions for infection and prevention control



38

new residential care placements made through the Regional Brokerage supporting discharge from hospital



£492,800 funded via West Glamorgan 5 third sector and 5 statutory

81 autistic children and young people attended multi-activity 3 day family residential



15



volunteers recruited and trained to teach disabled people to gain crucial digital skills to allow them to do online Social Activities, virtual Activities and reminiscing therapy.



117 disabled people trained to use smart technology

Providing Support to Older People

One of the key priorities of the West Glamorgan Partnership is supporting older people with complex needs. A key strategic programme is 'Home First' which focuses on ensuring older people are safely discharged from hospital back to their home and supporting older people to remain in their own homes through a period of illness, avoiding them having to go into hospital where possible.

Support is also provided for people who are not well enough to go home but need a short term period of rehabilitation before returning home.

Regional funding enabled recruitment of additional staff for the Community Equipment Service which enabled the service to meet the additional demand for community equipment, such as hoists, beds and pressure mattresses, which supported people to remain safely in their own homes.

The Care and Repair Hospital to Healthy Home Casework project facilitated improved bed flow through safe and quick hospital discharge, enabled independent living and improved well-being whilst also providing practical measures and ongoing support services to prevent re-admission or the admission of new patients.

Calon y Cymoedd - Help and Support at Home project focused on the recruitment of local people as 'Home helps' in 2 valleys communities within Neath Port Talbot; Upper Afan valley and Upper Amman valley. Using a social enterprise model, they recruited local people to deliver help and support within communities, using the ethos of 'Local jobs for local people'.

“I can't fault them. I have been kept up to date throughout. I have had all the necessary information e-mailed to me and Lloyd has rung me on several occasions to follow-up and answer any of my questions. It has been a very easy process despite me living so far away. And most importantly my aunt is happy in her new home.”

Quote from Homes First Pathway 4

The Community Wellbeing Service has grown and developed throughout the last year and provides third sector support to facilitate discharge of patients to their homes through support from various third sector organisations. This could include a wide range of services, such as provision that supports decluttering and cleaning, befriending/emotional support – typically around loneliness and isolation, assistance with shopping, cleaning/gardening, home adaptations, benefit support/advice, carer support, emergency food/foodbank provision, transport to health appointments/visiting friends/family/shopping, advice and practical assistance with utilities e.g., due to them being cut off because of being in hospital.


20 Projects
supporting older people,
8 third sector and
12 statutory sector



23 older people
supported 472 hours
of support – Calon y
Cymoedd

327 
healthy homes
check completed
for older people

608 people referred to Community Resource Team to access support to maintain their independence at home

950 individuals supported through receiving clinical care in their own home to avoid unnecessary admissions to hospital



13,384 people
supported with community
equipment to remain safely in
their own homes

1,102
community beds
delivered which enabled
people to remain safely
in their own homes
with 439 of those to
enable discharge from
hospital




£6,576,879
funded via
West Glamorgan

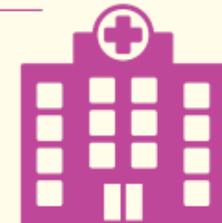
183 people
discharged to care
home of their
choice
following a
period of time
in hospital 

1,775
discharges
from hospital facilitated
through an enabling
package of care pathway

269 discharges from hospital to a residential facility to allow individuals to regain strength and independence before returning home

219 discharges
supported by Care and Repair

480 discharges from hospital supported via a range of third sector providers under the Community Wellbeing Service by providing, practical, emotional and individualised support to maintain independence



Dementia



People with dementia require continuing care and support. It is most common among older people – dementia affects one in twenty over the age of 65 and one in five over the age of 80. In West Glamorgan, we are committed to significantly improving the quality of life for people living with dementia and their carers, through more effective and targeted service provision.

The Dementia and Older Person's Mental Health (DOPMH) Steering Group provides oversight for our regional programme transforming dementia services.

The focus of this group is to lead on the implementation of:

- Dementia Action Plan for Wales
- All Wales Dementia Care Pathway of Standards
- Dementia Friendly Hospital Charter
- Regional funding of dementia services, projects and pilots

Regional investment for dementia in 2021/22 through the Integrated Care Fund (ICF) has provided a wide range of schemes including community hubs, enhancing Memory Assessment Services (MAS), support for younger adults with early onset dementia, emergency respite schemes and other schemes designed to improve the health and well-being of people with dementia and their carers, such as the Red Café - Musical Memories Choir, Ospreys in the Community – Sporting Memories and Dementia Connect Service.

In 2021/22, work has begun on co-producing a Regional Dementia Strategy to show how we will achieve our vision for dementia over the course of the next five years. This is an ongoing ambition for the RPB and we will continue to monitor and revisit our mission to ensure it remains appropriate and aligned to the needs of dementia service users in our region.

“As participants we greatly appreciate the work you do and really look forward to weekly sessions where we can meet people, chat and have fun. This makes a difference to our lives.”

Ospreys in the Community – Sporting Memories Project

“It feels as if we are part of a community, people know each other and we feel supported. It made a big difference to our lives when choir restarted, we were struggling so much when we couldn't go out. X loves to come, she's so much better now than when we couldn't come.”

Musical Memories Choir



£1,084,444
funded via
West Glamorgan



20 Projects
supporting people
with dementia, 14 third
sector and 6 statutory sector

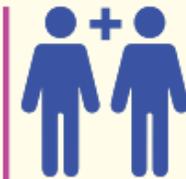
**11 people
with dementia**
supported each week to
attend the My, Myself and I
Hub in Neath Port Talbot



186 referrals via the
Common Access point MDT



63 carers
of people with
dementia have
accessed **2034**
hours of respite



118
new carers
of people with dementia
have been identified



127
people
referred for
reablement
with a
diagnosis of
dementia

23 people with
dementia referred to
Community Wellbeing
Support Services

96 new referrals
to the Alzheimer's
Society Dementia
Connect service



213 people
with dementia
registered to the
Ospreys Sporting
Memories programme

92 people
with dementia
and their carers
supported via
Swansea CVS



Children & Young People



Supporting the rights and needs of our children and young people has been a key focus for the West Glamorgan Partnership. Our vision for this programme is that services across West Glamorgan support children and young people to be safe, healthy, and prosperous.

To achieve our aims, we have worked closely with children and young people, their carers, their families, local communities, and other important stakeholders such as Education and community services to hear the 'voice of the child' and understand their rights/needs to co-produce services and support that will meet their needs.

Our regional approach to transforming services for children and young people was based on the findings of the No Wrong Door report by the Children's Commissioner for Wales, from which the NEST/NYTH Framework, a planning tool for mental health wellbeing and support services that help children, young people, parents, carers and families has been developed.

During 21-22, a large number of projects were funded via regional funding to support children and young people, their carers and families across NPT and Swansea. For example, there were schemes supporting early intervention, such as Interplay, supporting children age 4-11 with emotional difficulties, well-being, or mental health issues and those with learning disabilities,

Autism, and behavioural issues to combat anxieties and challenges to accessing mainstream activities through play.

Additional schemes included the tidyMinds website, which provides well-being support, and Kooth virtual counselling service. Both initiatives have been shared with secondary schools across the region.

The Multi-Agency Placement Support Service (MAPSS) provided therapeutically informed consultations and interventions for care experienced children, their carers, families and social welfare teams to minimise placement breakdowns and focus on reparative parenting.

In response to their experience of the service, one carer commented:

“Without support from the MAPSS worker, this placement has been on the verge of breaking down. What I have learnt from her has made me able to understand [child's name redacted] and keep going. Every carer should have a MAPSS worker, I am sure less placements would breakdown. She is also a brilliant listener when the going gets tough”



944 children
attended in-reach school awareness programmes

Kooth Virtual Counselling Service for CYP went live



£2,641,160
funded via
West Glamorgan



1300
preventative workshops/sessions



The programme has created opportunities for residential trips, social/family outings, play opportunities

2004
CYP and their families were supported

30 Projects
supporting CYP, their carers and families, including 18 third sector and 12 statutory sector

1661
therapeutic / counselling or wellbeing sessions

Outcomes for CYP reported include, increase in confidence and raised self-esteem, able to make new friendships, building positive relationships and ability to recognise their emotions

Providing Support to Carers



One of the key priorities of the West Glamorgan Partnership is supporting unpaid carers. During 2019-2021 the West Glamorgan Carers Strategy was co-produced through the West Glamorgan Carers Partnership. This strategy represents the commitment to a long-term strategic mission for meeting carers' needs. The aim of the strategy is to drive the changes needed to continuously improve services to enhance the well-being of carers consistently across the region.

The vision in the carers strategy is: 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.

During 21-22, there were a wide range of services and schemes funded via the regional funding supporting carers across NPT and Swansea. For example there were schemes supporting carers for people with dementia, a pilot project to support BAME carers, parent/carer support, young carers support. There were schemes specifically targeting supporting carers wellbeing and mental health including a helpline and counselling service. There was a scheme around 'lightening the load' for carers, which provided handyperson service. One quote from a carer from the extended helpline service was 'Thank you, for your support and help and for understanding my mother's situation. It's been a big help especially being able to speak to you during the evening'

In early 2022 there were a series of engagement events with carers to listen and develop ideas around respite and short

breaks, the information from which will inform future priorities and investment decisions, given it is recognised that ensuring carers have breaks is essential to wellbeing.

“I have a little more time to myself and whilst she is in these venues, I don't have to worry about being called from work or my mothers who I also care for. I am practical, but it has been good to have support. It's great to see she really enjoys going out and people have been fantastic. She comes home dead tired but much happier”

Quote from Swansea Carers Hospital Outreach Service, Carer

Work continues to develop the key priorities informed by our Carers Strategy so we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of carers in our region, through a co-productive approach. The aim is to ensure there is parity of carers services across both NPT and Swansea and through the new regional integration fund create sustainable services for the future.

1918
Young People
reached by delivering
PSE Awareness
Raising Sessions



906 hours
of Care Sits
were delivered

120 hours
of counselling was
delivered

288-hour
Wellbeing Sessions
were delivered

2955
Carer
contacts
or referrals
made



823 Carers
were supported
including Young Carers

35 Mental Health
resilience courses
including drop in session



£334,489
funded via
West Glamorgan
in 2021/22

15 Projects
14 of which
are 3rd Sector

91 carers
helped with Lightening the Load services
including handyperson, gardening
and cleaning



73
individuals were
trained to understand
young carers



59
young carers
attended residential
respite weekends

80 BAME
Carers better
informed

