

# Western Bay Carers Partnership

## Annual Report 2018-19



**Caring Together  
Western Bay**

*Health and Social Care Programme*

**Gofalu Gyda'n Gilydd  
Bae'r Gorllewin**

*Rhaglen Iechyd a Gofal Cymdeithasol*

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## **Executive Summary**

Western Bay Carers Partnership Board has been an active for the last seven years, producing and overseeing a regional action plan with the overall aim of improving the lives of unpaid carers across the Western Bay area. The Board is committed to working across organisational and area boundaries to share best practice and deliver services to carers and young carers.

The purpose of this report is to highlight the activities undertaken in the last 12 months to meet the Outcomes of the Western Bay Carers Partnership Board Action Plan 2018-19. The Outcomes of the Action Plan were shaped by the themes arising from the carers chapter of Western Bay Population Assessment, the recommendations from the regional Carers Service Mapping report, the three Welsh Government National Priorities for Carers and the specific requirements of Welsh Government for the carers funding.

This year Welsh Government made funding available to local health boards to work collaboratively with partners to enhance the lives of carers in line with national priorities. The allocation for Abertawe Bro Morgannwg University Health Board was £179,000. In addition, £125,000 from the Integrated Care Fund large grant scheme was allocated for projects which support carers and young carers in the Western Bay area. Whilst £56,000 was made available via the Integrated Care Fund Third Sector Small grants scheme for Carers.

Highlights this year include:

Developments in identifying and supporting carers in hospital and primary care. Work undertaken in identifying, providing information and assisting carers in hospital settings, including general hospitals, paediatric services and mental health units has resulted in many

instance of support being in place for the carer before the person they care for is discharged from hospital. Over the year, 1,454 Carers were identified and provided with information, advice, assistance or signposting.

Proactive work with Primary Care continues to progress, with all practices in the area having contact with their local Carers Centre or Service General Practice lead worker. In addition to providing information, offering awareness training sessions and supporting surgery Carers Champions, Carers Centre/ Service leads have also attend flu clinics. To further advance the work at Primary Care level, an accreditation scheme for General Practices/ Primary Care was launched in March 2019. A set of criteria has been produced which determines the standard for practices to be recognised as 'Carer Friendly'.

This year has also seen further movement with raising awareness, identifying and supporting young carers in schools and colleges across the region. Across Western Bay 35 junior schools, 21 comprehensive schools and four colleges have engaged with the Young Carers in Schools projects. Over 4000 pupils have participated and 349 pupils have identified or self-identified as young carers.

Information for Young Carers in the form of a refreshed regional young carers booklet has been produced and the Carers Hospital Information pack has been updated and translated into local community languages.

Moving forward into 2019, the structure of the Carer Partnership Board will change as Bridgend representatives move to Cwm Taff Morgannwg. Work will be undertaken in the coming year to develop a longer term regional carers strategy co-productively with local carers.

## **1. Introduction - Western Bay Carers Partnership Board**

Western Bay (formerly Abertawe Bro Morgannwg University Health Board) 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.

During 2018-19 the Western Bay Carers Partnership Board was chaired by the Director of Primary and Community Services, Abertawe Bro Morgannwg University Health Board (ABMU) and the Director of Social Services and Well-being, Bridgend County Borough Council was vice chair.

In addition, the Board comprises

- Local Authority Officers /Carers leads
- Locality Planning and Partnership Managers and Locality Planning and Partnership Support Managers, Abertawe Bro Morgannwg University Health Board
- Programme Manager - Mental Health, Abertawe Bro Morgannwg University Health Board
- Carers Champion, Abertawe Bro Morgannwg University Health Board
- Director of Swansea Carers Centre
- Manager of Bridgend Carers Centre
- Manager of Neath Port Talbot Carers Service
- Health and Well-being Facilitator, Neath Port Talbot Council for Voluntary Service (NPT CVS)
- Carers Representatives, Western Bay Regional Partnership Board
- Regional Programme Director, Western Bay Regional Partnership

- Carers Co-ordinator, Western Bay Regional Partnership/ Bridgend Association of Voluntary Organisations

The board continues to be committed to working across organisational and area boundaries to share best practice and deliver services to 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.

## **2. 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: Section 3.4, 3.7 and 3.8, Social Services and Wellbeing (Wales) Act 2014

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 Western Bay Partnership area covers the same area as Abertawe Bro Morgannwg University Health Board and includes three local authorities, namely, Bridgend, Neath Port Talbot and Swansea. The combined population is 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 population of Western Bay 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 highlights issues which matter to carers, these are:-

- A single point of contact for information on services, activities and financial matters
- Increasing awareness and uptake of Carers Assessments
- Improve the sharing of information between professionals and across services
- Develop understanding within the NHS so that staff have a better understanding of the needs of carers
- Support groups and services for carers
- Support for carers to take a break

- Work with leisure, education and employment services so they cater for the needs of carers and are aware of accessible activities
- Help to overcome transport difficulties to get to and from the person being cared for (an overarching theme)
- Help disabled people/children to adapt their homes
- Protection for children from inappropriate levels of caring

### **3. Western Bay Carers Partnership Board Plan 2018-19**

The Western Bay Carers Partnership Plan for 2018-19 was shaped by the themes arising from the Western Bay Local Population Assessments – Carers Chapter, recommendations from a service mapping report commissioned by the Board in 2017, the three Welsh Government National priorities for Carers and the specific requirements of Welsh Government for the carers funding made available for 2018-19.

The outcomes in the plan were

- Outcome 1 - Ensure work continues to promote early recognition of carers and young carers so that they are signposted to information and support in a timely manner.
- Outcome 2 - Develop and continue to provide information, advice, assistance and support to carers and young carers enabling them to make informed choices and maintain their own health and well-being.
- Outcome 3 - Work co-productively with carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.
- Outcome 4 - There is improved partnership working between funders and service providers (for carers). This will result in carers moving easily between partner organisations, carers being able to access



sustainable Third sector services which are funded on evidence of need and outcomes.

#### **4. Implementing the Western Bay Carers Partnership Action Plan 2018-19**

The Western Bay Carers Partnership Board meets as a minimum once a quarter to oversee the implementation of the current Action 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
- Strategy

#### **5. Funding the Western Bay Carers Partnership Action Plan**

In 2018 Welsh Government made funding available ‘to local health boards to work collaboratively with all partners to enhance the lives of Carers in line with National Priorities’. The allocation for Abertawe Bro Morgannwg University Health Board in 2018/19 was £179,000.

The following activities/ projects were funded:

Bridgend Carers Centre - Integrated Carers Post x 3	46,873
NPT Carers Service - Carer Support Project	14,850
NPT Council Youth Service	
-Young Carers Information & Support	23,504

Swansea Carers Centre - Hospital Outreach Project Worker	24,640
Swansea Carers Centre - Carers Information Post	25,409
Swansea Carers - Carers Helpdesks in Primary Care	6,985
Regional Carers Co-ordinator Post	22,000
Regional Young Carers Conference	1,258
Regional Carers Event	3,156
3 x Local Carers Rights / Have Your Say Events	4,500
Resources, Carers Info Packs and Translation costs for Community Languages	3,950
GP Awareness Accreditation Scheme Award Resources	2,101
2 x Carers Representatives Expenses	114
Slippage to transfer to 2019/20	7,861
	187,201.00

£125,000 from the Integrated Care Fund (ICF) 2018-19 large grant scheme has been allocated this year for projects which support carers and young carers in the Western Bay area.

Projects funded include:

Young carers in Education Projects in Swansea	10,495
Young carers in Education Projects in Bridgend	15,666
Welfare Benefits Advisor	22,191
Integrated Carers Assessment Worker	16,978
Integrated Carers Support Worker (Hospital Based)	15,949

Single Point of Contact / Triage Project for Carers	13,769
Carers Support - Transfer of Care & Liaison Service (TOCAL)	14,556
Parent Carers Hospital Project	15,000

£56,000 has also been allocated via the Integrated Care Fund Third sector small grants scheme for carers.

## **6. Key Achievements 2018 - 2019**

**Outcome 1- Ensure work continues to promote early recognition of carers and young carers so that they are signposted to information and support in a timely manner.**

### **Carer Awareness e-learning**

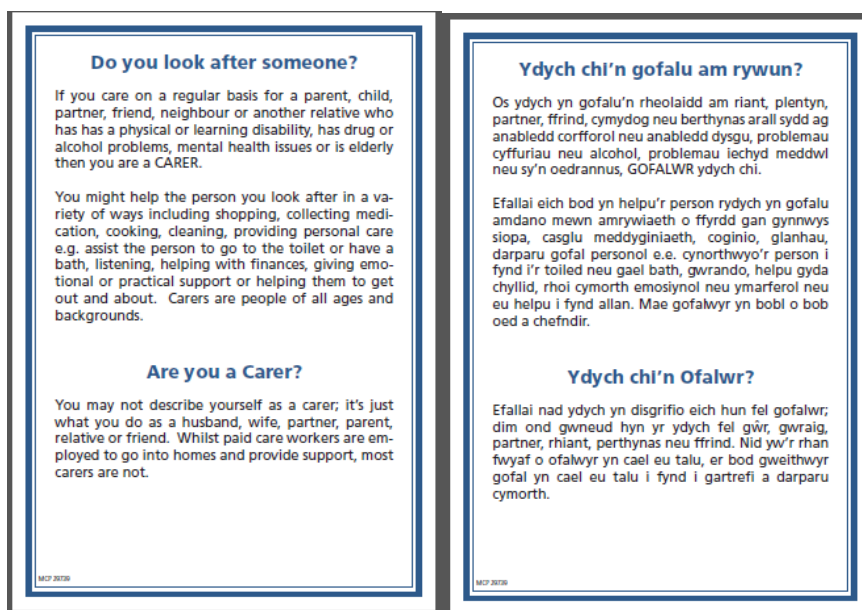
It is important that staff and volunteers who work in social care and health can recognise a person who has caring responsibilities and be able to signpost them to the most appropriate source of information and support. Western Bay Carers Partnership Board Training Subgroup has engaged with the development of the Social Care Wales Carers Awareness e-learning and has produced bilingual guidance and promotional materials to encourage staff and volunteers locally to complete the course.

### **Publications**

Previously young carers have told us the type of information which they would find useful. Western Bay Carers Partnership Board Young Carers Subgroup has used feedback from young carers and young adult carers to produce a bilingual booklet. This publication includes information on where to access local Information, Advice and Assistance, young carers

rights, education and employment. The booklet is available from young carers projects and the young carers schools projects.

The Carers Hospital information pack has been updated and now includes information about planning for hospital discharge from the carer's perspective. The text in the pack has been translated into 6 community languages.



Pages from Carers Hospital Information Pack

## Supporting Carers at Hospital

Swansea and Bridgend Carers Centres and Neath Port Talbot Carers Service continue to have a presence in each hospital within the Abertawe Bro Morgannwg University Health Board area. Carers Centres/ Service staff provide advice and emotional support to carers and families at critical and potentially life changing times. They also offer information to staff on carers' issues.

Neath Port Talbot Carers Service had contact with eight wards including Elderly Care and Neurological Rehabilitation at Neath Port Talbot Hospital. They also had an information stand in the main reception area of the

hospital. In addition to offering a Carers Assessment, the Hospital Liaison Worker, enables carers to access the Transfer of Care and Liaison Service available from Neath Port Talbot Carers Service. This provides information and a range of other services, often facilitating timely hospital discharge, with practical support frequently in place for the carer before the person being cared for is discharged from hospital. Support has also been provided to Carers whose family member is an inpatient on the mental health ward.

The Integrated Carers Support Worker at Princess of Wales Hospital Bridgend had contact with fourteen wards and ten departments; working in partnership with Hafal on one ward and conducted focused work on John's Campaign (John's Campaign is a movement to help NHS staff recognise the importance of working with family carers as equal partners in the care and support of people with a dementia who are in hospital) on two other wards. The Worker also offered Parent Carer support on Children's wards. This post also provides Carers Assessments to support hospital discharge at a time that is right for the carer.

Swansea Carers Centre has also worked specifically with Parent Carers of patients in paediatric services at Morriston Hospital and Hafan y Mor at Singleton Hospital. This Integrated Care Fund funded project has supported 200 parent carers and families, and provided 70 one to one sessions.

The Hospital Outreach Worker from Swansea Carers Centre attends wards at Gorseinon and Cefn Coed Hospitals on a fortnightly rotation and has a weekly presence at Singleton Hospital. In Morriston Hospital there are staffed stands and literature in the Outpatients department, bi monthly stand in the main canteen and a permanent display in Artificial Limb

Centre (ALAC). The stands are staffed by the Hospital Outreach Worker or one of three volunteers who have experience of caring themselves. Contact has been made with wards, departments and clinics and other services for example the Hospital Chaplaincy.

All Carers Hospital projects work closely with the Patient Advice and Liaison Service. As well as supporting carers, staff have given talks to Hospital staff on wards and departments with the aim of raising Carer Awareness.

The Hospital Outreach Workers from across the region meet quarterly, both to share best practice and to ensure that carers who cross area boundaries to attend hospital appointments receive a consistent and effective service.

As a result of the contact, carers were provided with information relevant to their situation; this can include assistance in navigating the discharge process or best interest meetings, encouraging carers to consider what questions they need to ask. Other assistance which has been made available includes signposting to counselling, welfare benefits, Carers Emergency Card schemes, training, carers rights and assessments, information about breaks from caring, activities or support groups at local Carers Centre/ Service or Social Services. In a number of cases support was arranged for Carers before the person they care for was discharged from hospital, this included a sitting service to allow the Carers to have a life alongside caring. Carers were also able to access counselling to come to terms with changes to the caring role before and after discharge of the person being cared for.

In total, 1,454 Carers were identified and provided with information/ advice or assistance or signposting.

The work at Bridgend and Neath Port Talbot Hospitals is funded from the Integrated Care Fund 2018-19. The work undertaken in Swansea Hospitals is funded from a range of sources including Welsh Government Carers Funding for 2018-19 and Integrated Care Fund 2018-19 for work with carers and families on paediatric wards.



Information stands at Cefn Coed Hospital

## **Carers Feedback**

“I have better understanding of what’s available before my mother leaves hospital.”

“Now that I have support for myself I am no longer afraid to care for my husband”.

"...the support I had before my wife came home prepared me for what I needed to do. I now know where I can go for help and have a sitter come

to my house to give me a break. I did not have this before my wife was admitted to hospital. It makes a difference"

"When my mother's health got worse and was admitted to hospital all I kept thinking was how will I cope. The nurse on the ward told me about Carers Hospital Worker and that she would be on the ward on Thursday. I met her and from the point on all my worries went. She got me an assessment and I have a support worker I can call. I also have a sitting service set up for when mum is discharged"

### **Case study - Carer A**

Carer A approached the Carers Hospital Outreach Project Worker, a few days before Christmas, he was supporting a person with dementia, the Carer felt as if he was no longer coping and was distressed. The Hospital Outreach Worker discussed support services and different forms of respite, how to access Social Services and what to ask for. Counselling was discussed and with his permission the Carer was referred to Admiral Nurses and to the Dementia Co-ordinator. Carer A consented to a referral to the Admiral Nurse. The Outcome for the Carer *"I cannot thank you enough for kick starting this whole process for me , just talking to you made me feel better as I had not told anyone any of this before. The Admiral Nurse was amazing and was on the phone for over an hour putting things in place. The respite will be so welcome thank you for going what I think is over and above.... I feel so much better"*

### **Case Study - Carer B**

Carer B sought help from the Carers Information stand at the Hospital. She was a carer for her child and for her Grandmother who had just died. Due to her complex family situation she had no money, was not employed and had to find accommodation for herself and her child as she had previously



lived with her grandmother. Carer B was very distressed. Carer B was provided with information and assistance with welfare benefits, housing options, opportunities to develop employability skills and signposted to the Parent Carer Project. The outcome is that Carer B is now in receipt of Universal Credit and has acquired rented accommodation near her son's school. She has looked at options for training and grants and is pursuing a course.

*"I didn't know where to start, your support and guidance has pulled me back from the edge I can now look forward..."*

### **Case study – Carer C**

Carer C spoke to the Health Liaison Officer on the ward in the hospital. The carer was feeling highly stressed and found the change in the caring role very difficult to manage. A carer's assessment was offered, and a Support Worker allocated to Carer C. Carer C started attending coffee mornings and the well-being workshops shortly after the assessment. Carer C said that the stress had decreased a lot knowing there was a sitting service that could be accessed when his wife was discharged from hospital."

### **Supporting Carers in Primary Care**

Relationships with Primary Care have been developed further this year. In Bridgend for example, three Carers Link Workers have been employed, they are based at the three Bridgend network teams – North, East and West. Their remit includes working pro-actively with General Practices in each Cluster area to improve carer recognition, to identify people who become carers due to the health of their family member, and who historically may have remained unidentified as carers.

They have a presence at the 19 GP surgeries in Bridgend, attending regularly to provide information packs at drop in's at the surgeries, signposting to services, talks and presentations to staff. The Carers Link Workers have attended Flu clinics; 77 carers were identified. A number of practices have proactively contacted registered carers either by letter or text with information about the support available from the Carers Link Workers. This has resulted in an increase in referrals, all of which are followed up with a phone call and if required a home visit.

### **Carer Feedback**

"May I begin by thanking Dr (name) and the (Name) Practice for sending out this letter it is always good to know how to get help when you need it. I care for my husband who has a range of physical disabilities..."

"Very satisfied with the service. She listened to our concerns and gave good advice."

"I found it useful to have someone to meet with and talk through my caring role to complete the carers' assessment. It was good to have someone explain my concerns and having advice about what there is to offer a carer."

"It was useful to know that there is a service available with help and support if you need it."

"...It is hard to write down how hard some days have been but it is so great to have received this simple letter and I know now should I need any help in the future with either my husband or my mother there is someone who I can contact."

Swansea Carers Centre has engaged with 45 Primary Care Practices. This work is funded via a range of sources. The Centre received funding from the Welsh Government Carers grant to work with 6 practices in a primary care cluster, providing a direct, accessible service for carers via their local surgery. All surgeries in the cluster have a Carers Champion/lead. They have also received an Integrated Care Fund Third Sector grant to work with a further GP Cluster. Activities include holding regular 'help desks' offering a direct accessible support service and training for front line staff and for Practice Managers. Swansea Carers Centre has also received Big Lottery funding to deliver this service across the other clusters.

There have been 107 referrals from Primary Care to the Carers Centre.

Neath Port Talbot Carers Service also have contact with the primary care practices in their area and have conducted outreach sessions in 13 centres. The Health Liaison Worker attended all Flu Clinics in the area provides updates to all Practice Managers and updates surgery and practice noticeboards quarterly. This is funded from Integrated Care Fund 2018 -19.



Neath Port Talbot Carers Centre Health Liaison Worker

Carers Service and Carers Centre staff who work with Primary Care raise awareness of carers with staff and patients by including promotional messages on screens at surgeries. In addition to posters and leaflets other new ways of prompting staff to consider carers includes the production of a mouse mat and a 'Carers prescription' for Primary Care staff to use, signposting Carers to their local Carers Centre or Service.

**Primary Care**

**Age**

**Sex**

**Ethnicity**

**Religion**

**Language**

**Diet**

**Hobbies**

**Interests**

**Occupation**

**Education**

**Marital Status**

**Children**

**Pets**

**Other**

**Signature of GP**

**Date**

**For the Carer's Use**

**Swansea Carers Centre**  
Making a positive difference  
to the lives of Carers

**Swansea Carers Centre is a specialist organisation providing support to unpaid carers. They offer FREE information and support to make life easier for you, the carer. The following are just some of the services they offer:**

- ☒ **Welfare Benefit Advice Service** - if you are entitled to claim a benefit such as Carers Allowance (CA), Attendance Allowance (AA), Universal Credit (UC) or Personal Independence Payment (PIP) then our benefit advisers will fill in the forms with you.
- ☒ **Emotional support - counselling** can help you to make sense of your role as a carer. It is vital that you look after your own emotional well-being. The Counselling Service is FREE and available to all carers and former carers.
- ☒ **Training and Development** - a regular training programme of activities to help carers have some time out, de-stress and learn new skills to better manage their caring role.
- ☒ **Day Centres and Home Sitting Service** - caring for someone can sometimes be long or stressful and you may feel in need of a break or rest. The Caring Break Service will provide you with a few hours respite to have time to yourself.
- ☒ **Young Adult Carers** - any young person aged 16 - 25 who provide unpaid care can access the YAC project which provides support specifically for this age group.
- ☒ **Parent Carers** - carers who have a parental role for a younger dependent with an illness, disability or additional needs have access to a specialised project worker.
- ☒ **Working and Caring** - the LEAF project offers friendly 1 to 1 advice and information to unpaid carers over 25 and not currently in employment. A weekly Job-Club offers career advice and guidance.
- ☒ **Volunteering opportunities** - gain confidence, meet new friends

**Swansea Carers Centre**  
104 Market Street, Swansea SA1 3JH  
Tel: 01792 453344  
www.swansecarerscentre.org.uk

**Partners:** GGP, NHS, Swansea Bay City of the Future, Swansea Bay City of the Future, Swansea Bay City of the Future

Carers 'Prescription'

## Examples of referrals to Carers Centre from General Practice

**Carer E** was referred from the Medical Centre, requesting information about the services available to Carers. An appointment was made with the Carer regarding welfare benefits which resulted in a claim for Carers Allowance.

**Carer F** was referred to the Carers Centre for counselling by his Primary Care Practice. Carer F cared for his spouse who had long term health conditions.

Referral from Primary Care. **Carer G** is a parent Carer who required assistance with completing benefit forms. Carer G was also referred to Parent Carer Support Group.

**Carer H** attended an information session at her local GP surgery and met with the Benefit Advisor who was covering the drop in. The Carer required information about claiming Personal Independence Payment for the person she cared for. Carer H was given details of the claim line and an appointment with the Carers Centre was made to help complete the forms. Carer H was also given information about the free holistic therapy sessions at the Centre and was offered reflexology. After the therapy she said “I feel totally relaxed and given information on how to do home reflexology.”

### **Carer Friendly Accreditation Scheme**



Scheme logo

An accreditation scheme for General Practices/ Primary Care across Abertawe Bro Morgannwg University Health Board was launched at the regional carers' event on the 4<sup>th</sup> March 2019. Following consultation with partners it was agreed that a set of criteria should be produced which would determine the standard for practices to be recognised as 'Carer Friendly'. These standards include:

- Practice proactively identifies (and codes) all carers including young carers and refers them to appropriate sources of support e.g.: Carer Centres/ Carers Service/ Carers Assessments etc.
- Practice has up to date information available for carers and young carers in a range of accessible formats
- Practice raises awareness of carer issues via staff training/e learning/in house training sessions
- Carers Champions are identified and link with carers services to support the needs of all carers in their practices
- Flu vaccinations are offered to carers
- Practice has policy/protocol regarding working with carers and carers support that is regularly reviewed
- Practices provide a person centred approach for carers e.g.: flexibility around appointments

In addition to the elements above, a further set of criteria was produced to determine if practices are eligible for a 'Carer Friendly Plus' Award. These standards include:

- Carers are actively targeted and invited for Flu vaccinations
- Carers are targeted and invited for health checks
- Develop/pilot innovative carers support approaches to meet patient needs
- Carers Helpdesks/support is offered in primary care settings
- Practice supports staff with caring responsibilities and has a staff protocol
- Practices promote key carers related events throughout the year e.g.: Carer Rights Day/Carers Week

During the winter of 2018 carers in the Western Bay region were asked to nominate a paid or unpaid staff member who had gone 'above and beyond' to support carers. The following quotes are from carers who nominated members of staff from their local surgeries

'The receptionists at Name Surgery are fantastic.... They know people by name and go the extra mile to give support to carers just to make life easier'

'Took the time during his busy schedule to listen to me and observed the distress I was in. He didn't just pack me off with pills but looked at the whole situation...this doctor listened, observed and helped!!'

'Dr M\* has supported...over and above a doctor's role. He continues to support the family and has shown total respect, compassion, and understanding at very difficult and emotional times. I feel I can speak to him about any of my concerns'

### **Young Carers Schools Projects**

Feedback from young carers previously highlighted the role schools and colleges could have in identifying and supporting pupils who had a caring role at home. The Young Carers in Schools projects aim to address the points raised. Young Carers Projects in Swansea, Neath Port Talbot and Bridgend work with schools and colleges to help them gain a better understanding of the issues and challenges young carers face, to recognise them earlier and by providing information, advice & assistance to young carers or signposting them to specialist support.

Bridgend Young Carers in Schools project funded by the Integrated Care Fund is for young carers' aged 5 to 25 and offers one to one support for young carers inside or outside of school. They provide emotional and

practical support to allow young carers to manage their caring role alongside their education. The project goes in to primary and secondary schools to train staff, support schools to start young carers groups (five Comprehensive schools in the area have taken this up), deliver raising awareness sessions and assemblies. This year all comprehensive schools have identified a young carer's champion.

In the last quarter of this year, Bridgend Carers Centre secured three years funding from the Big Lottery to continue the work they are doing with schools. This will enable the project to expand by employing another member of staff to support this work.

Swansea YMCA run the Integrated Care funded project 'I Care do you' The project continue to raise awareness of young carers across schools and colleges through Personal and Social Education lessons (PSE), assemblies, information stands & workshops. It supports schools in establishing young carers' lunchtime clubs and the use of specially designed young carers' identification cards. It aims to empower young carers via an educative youth work approach and provides services 'for young people to have fun, feel valued and a part of their communities'.

In Neath Port Talbot this work is conducted by Neath Port Talbot Council's Youth Service alongside its Information Advice and Assistance Project for young carers and their families. This year 609 individuals have received information, advice and assistance. It is funded by Welsh Government Carers Funding 2018/19. The project helps with the identification of young carers and allows an offer of support to be made where appropriate. In addition it will enable young carers and their families to access information, advice and assistance after the intensive 12 week Families First intervention has come to an end. Ensuring that any new and additional



needs are met, and a clear exit plan for long term support is working well and remains appropriate to the family. This project has delivered 57 awareness raising sessions across Primary and Secondary Schools, 6<sup>th</sup> Form colleges, youth clubs and groups. 95.6% of Children and young people attending awareness raising sessions stated they had a better understanding of young carers. The open discussions in sessions have not only raised awareness but have also seen classmates express empathy for pupils who are young carers, “could never do all that a young carer does – it seems so hard”.

Across Western Bay 35 juniors schools, 21 Comprehensives and four colleges have engaged with the Schools Projects. Over 4000 pupils have participated in awareness raising sessions and 349 pupils identified or self-identified as Young Carers.

### **Case Study – Carer J**

Young carer J supports a parent and a sibling who both experience mental illness. J has low self-esteem and confidence and had previously been diagnosed with anxiety and low mood.

The Young Carers Project have assisted J in a number of ways, including one to one sessions which provided tools enabling her to better cope with her anxiety and attend counselling sessions independently. The project has also worked with J and her school, developing an individual learning plan to ensure that J gets the best outcomes from her lessons and exams. J has been supported to attend the Young Carers group, making new friends and socialising with them at the group and outside the group.

### **Case Study – Carer K**

Young Carer K recognised herself as a young carer through a Personal and Social Education lessons (PSE) lesson delivered to her class. K was then referred for a young carer's assessment and to the Young Carers Project for one to one support in school as she appeared to have extreme low confidence and withdrawn at home. The young carers project worked with K to improve her self-esteem and understand difficult aspects of her sibling's condition. The project supported K to attend the Young Carers group at school where she build strong relationships with staff and other young carers.

### **Case Study – Carer L**

Young Carer L supports a parent with both physical and mental health difficulties. Due to the situation L studied at home and felt isolated, had no one to talk to and had no friendships. Since meeting L, the Young Carers Schools project has provided practical and emotional support. As a result L had become more confident and expressed an interest in getting involved in social activities/groups. L has been attending Young Carers Youth Club regularly and has made new friends. L has recently applied to follow GCSE's courses in college next year and has signed up to do training courses with a local training provider.

**Outcome 2 - Develop and continue to provide information, advice, assistance and support to carers and young carers enabling them to make informed choices and maintain their own health and well-being**

### **Information, Advice and Assistance**

Carers Centres/ Service continue to provide high quality information, advice, support and activities for carers. For example, in addition to other support on offer, the Carers Centre in Bridgend has a Welfare Benefits

Adviser funded by the Integrated Care Fund who receives direct referrals from carers, third sector staff and statutory staff. The aim is to ensure Carers are fully supported to maximise their income, helping them to avoid poverty and feel less isolated, make the most of their potential and continue in their caring role if they wish. This year they have dealt with 140 cases, and 130 telephone enquiries resulting in an increase of benefits claimed of £1,177, 787.70.

### **Carers Feedback**

“If it hadn’t been for you encouraging me, I simply wouldn’t have bothered appealing the decision”

Swansea Carers Centre offers a range of core activities including assistance with welfare benefits, counselling, advice and support. They also have a Young Adult Carers Support Group, Mental Health Support Group and Parent Carers Group. This year the Centre has supported 2,806 Carers with information or advice. In addition it has opened the Carers Cwtch which offers carers a safe and comfortable environment in which to discuss their concerns and issues. The Carers Centre Welfare Benefits Team assisted clients to claim £3.6 million in entitled benefits.

In addition to its core services for carers, during 18/19 Neath Port Talbot Carers Service used Integrated Care Funding to commence ‘Carers Triage’. This has resulted in better partnership working with the Gateway Multidisciplinary Team, improved health and well-being of carers and a decreasing the length of time carers have to wait for support. 183 Carers have been supported directly, while 156 were signposted to appropriate services, resulting in 82 Carers reporting improvement in their health and well-being.

Each Carers Centre/ Service have promoted their activities and raised awareness of carers issue through utilising the following:

- Printed leaflets and booklets
- Posters on notice boards in hospitals, GP surgeries and community venues
- Social media i.e. Facebook and Twitter
- Organisation websites
- Links from external websites such as Dewis and Info Engine
- Service newsletters
- Engagement with press and media for example radio and television interviews

Swansea Carers Centre have used a portion of the Carers funding made available from Welsh Government to employ a Communication and Information Officer.



Neath Port Talbot Carers Service with representatives from Neath Port Talbot Local Authority, Abertawe Bro Morgannwg University Health Board and Western Bay Regional Partnership – Carers Week 2018

Bridgend and Swansea Carers Centres and Neath Port Talbot Carers Service received funding for their activities from a range of sources. As well as Welsh Government Carers funding and the Integrated Care

Fund, they may also have Service Level Agreements with statutory Services and/ or have secured money from Grant making trusts, the Big Lottery and so on.

This year 3,393 Carers have been in contact with a Carers Centre or Carers Service in Western Bay and the Centres/ Service have received 17,056 contacts.

### **Carers Feedback**

“I have been a carer for 10 years. It wasn’t until I got to the lowest point I could possibly be before I called into the Carers’ Centre. Since then my life has been more worthwhile. To anyone who cares for someone, life seems to come to an end, you lose self-esteem, confidence and sense of humour. But I am now starting to find ‘me’ again”

“I am no-one. I am not rich, smart or important. I am just someone who cares for my daughter. But I no longer feel alone. I feel people recognise my role and someone cares for my needs...this has made a huge impact in my world”

Carers’ information on Abertawe Bro Morgannwg University Health Board website was up to dated.

### **Supporting well-being and time away from the caring role**

In addition to providing information on respite and how break from caring can be accessed, the Carers Centres/ Service provide a range of activities with the aim of improving well-being, reducing isolation, having ‘me’ time and a break from the caring role. Activities include book club, training sessions, mutual support groups, holistic therapies, coffee mornings, day

trips, arts and craft activities, outdoor activities, community café. In total there have been 1292 attendances at activities this year.

### **Carers Feedback**

“The project is a gateway to numerous activities (there’s something for everyone!) which singularly or collectively enhance well-being. It also makes you feel valued as a carer – somebody recognises our worth!”

“I have become a better carer. As a mother of a disabled child I have little social life, and I rarely plan to do something for myself. Attending these courses I felt appreciated; I felt looked after; I felt I mattered. It’s great to meet people with similar challenges and learning strategies to cope with the difficulties that life throws at us carers.”

“I used to feel agitated and felt I was the only one feeling anxiety, meeting other carers at the craft sessions helped me to see its ok to have bad days. Making new friends has helped me have more good days”

“My husband is on a liquidised diet, I hated cooking for myself. I attended a cooking session and now my love for cooking and baking has come back. I have learned to make a healthy meal just for me without feeling guilty.”

“I never thought I could achieve anything worthwhile due to the depression I experienced. The candle making class and felt work class made me realise I can do anything. I left both sessions feeling like a new person”

Neath Port Talbot Carers Service run a lottery funded project which provides a sitting service to carers enabling them to have time away for their caring role. In addition, the 'Carers Package of Support' project also includes an element which enables a domiciliary care sitting service to be arranged for carers to have a break.

### **Case study – Carer M**

Carer M had recently become a grandmother and wanted to spend time supporting her daughter and new born grandchild. Unfortunately Carer M felt she could not leave the person she cares for due to the high level of need. After speaking to a support worker in the Carers Service a referral was made directly to the Domiciliary Care sitting service, resulting in arrangements being made for a 'sitting' sessions covering a four week period.

Swansea Carers Centre also provides 'in house' respite facilities funded from a range of sources.

### **Young Carers**

Being able to access information, assistance and advice is equally important to carers under the age of 18 and young adult carers 18 to 25. This year the regional young carer information booklets have been refreshed and at the suggestion of young carers projects have been reformatted. 2,500 copies of the booklet have been produced and distributed to Young Carers projects.

There is provision to support young carers up to the age of 18 and young adult Carers aged between 16 and 25 in the Western Bay area. The young carers projects are run by Action for Children in Bridgend, Swansea YMCA

in Swansea and in Neath Port Talbot by the local authority Youth Service who also work with young adult carers. The ROOTS project is run out of the Bridgend Carers Centre. It support young adult carers and the young carers in schools project locally. There is a young adult carers project in Swansea Carers Centre.

In the summer of 2018, young carers in Bridgend launched the storybook they had created called 'The Bear Who Struggled to Care'. The book tells the story of Ellie and Ben whose mother has an accident which results in them having to care for her. The story explores the difficulties Ben faces trying to adapt to his caring role and the changes it brings to his life. The aim of this book is to raise awareness of young carers to younger children. The book has been distributed to libraries and schools in Bridgend and has been purchased by local authorities and individuals within Wales and England.

As young people with caring responsibilities may miss out on the opportunities available to their peers Young Carers Projects offer youth clubs, groups, trips and other activities in addition to information, advocacy, support and signposting.

Young Adult Carers Projects work in partnership with relevant organisations such as education institutes, job centres and housing associations to encourage engagement and information sharing. The young adult carers projects works closely with carers on a one-to-one basis and through group activities providing tailored support and information.



Funding for work with young carers and young adult carers comes from a range of statutory and non-statutory sources.

### **Carers who maybe harder to reach**

This year has seen more focus on Carers who maybe harder to reach, for example, parent carers, mental health carers and carers from black and minority ethnic communities.

### **Mental Health**

Information was created for partner organisations to mark World Mental Health Day to raise awareness of Carers of people who experience mental illness and to highlight Carers own mental well-being.

Neath Port Talbot Carers Service have a staff member who is co-located with the Community Mental Health Team two days a week, this has resulted in 79 Carers Assessments, 27 Carers receiving Welfare Benefits support and 12 home visits to provide information assistance and advice.

Swansea Carers Centre provides counselling sessions with their 'in house' counsellor, while Bridgend Carers Centre also offers counselling and 'life coaching sessions'. Through their Carers Package of Support project, Neath Port Talbot Carers Service has commissioned MIND to offer individual counselling or specific groups to Carers to help them maintain or improve their mental well-being. The focus has been on mindfulness, stress management and resilience. These have been very successful and the group activities such as 'Increase emotional resilience' and 'Tools for coping' in particular have been oversubscribed.

## **Carer Feedback**

“I love the workshops; I use the ideas and advice when I am at home. It has helped though times of stress”

“The workshops have helped me manage my stress”

“The workshops are great, they are focused and help me to learn to take care of myself better”

“I am actually sleeping at night and have stopped taking sleeping tablets. The sleep deprivation workshop and counselling have changed my life”

A after school mindfulness group has been run for 10 weeks at Bridgend Carers Centre. This is targeted at young carers of comprehensive age. Young carers commented that it taught them useful techniques they can use to manage their caring role more effectively.

## **Carers from Black Minority Ethnic Communities**

The Chinese in Wales Association received an Integrated Care Third sector small grant to support Carers from the Chinese community. They have given one to one advice to carers and signposted them on to suitable organisations. They organised a home safety workshop, carer workshop and legal workshop to introduce new services and information to carers. Carers were also able to access counselling in one of three languages. The organisation has worked in collaboration with Swansea Carer Centre, translating a carer information sheet.



The project supported 42 Carers from the Chinese Community in Western Bay, 80% of which felt more empowered and had better knowledge of local services available to them as a result of accessing bilingual information and advice. 90% of Carers have better mental health to maintain their caring role.

## Carer Feedback

“I never thought I could be on a stage performing... I finally have my life back... I feel happier”

## Information in other community languages

In order to make the Carers Hospital Information Pack more accessible it has recently been translated into 6 community languages, namely Bengali, Cantonese, Mandarin, Tagalog, Farsi and Arabic. This information will be available for partner organisations to print off as needed.

## Parent Carers

Swansea Autism Movement used money from the Integrated Care Third sector small grant scheme for a full programme of summer activities for people with autism and their family/ carers. They also hold regular parent-carer support sessions. Shine Cymru also received funding from this

source which enables the organisation to provide support and information to parents/carers and siblings with the aim of improve the wellbeing of people living with Spina Bifida and/or Hydrocephalus.

Swansea Carers Centre (with Swansea Council for Voluntary Service) and Bridgend Carers Centre have specific support groups for Parent Carers, while Neath Port Talbot Carers Service has a support worker based within the Single Point of Contact Children's Team. The post holder works with parent carers as part of the overall early intervention and preventative work.

**Outcome 3 - Work co-productively with carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.**

### **Carers rights (including Carers Assessment)**

Western Bay Carers Partnership Board has engaged in the development of the Social Care Wales 'Assessing Carer's Support Needs' toolkit by sharing the draft pack with partners and encouraging and providing feedback. The draft has also been considered by the Carers Partnership Training subgroup who have discussed how the materials can be best used once they are made available.

Information produced by the Western Bay Carers Partnership made available to carers and young carers cover the topic of carers rights and carers assessments. For example, the summer edition of Swansea Carers Centre newsletter had a two page article explaining what a carers assessment is and how to get one.

Carers Centre/ Service staff working with Primary Care, in hospital settings or as part of Integrated Teams with health and social services actively promote Carers Assessment. In a number of situations they work jointly with Social Services in carrying out Carers Assessments. For example Neath Port Talbot Carers Service was involved in the completion of 321 Carers Assessments. While the Integrated Carers Worker in Bridgend have offered 230 assessments this year, with 120 Carers taking up the offer.

Bridgend Carers Link Workers carry out a 'What Matters' conversation and collect information to complete a Carers Assessment and/or Anticipatory Care Plan which allows carers the opportunity to talk about emergency planning and the 'what if' questions. Since the project started 64 carers have had an Anticipatory Care Plan.

Events were held to mark Carers Rights Day 2018 in Bridgend, Swansea and Neath Port Talbot. Swansea Carers Centre organised a conference with statutory partners, the focus of the day was Carers Assessments. Huw Irranca –Davies, Minister for Children, Older People and Social Care visited Bridgend Carers Centre, while Neath Port Talbot Carers Service held awareness raising sessions.

This year's theme of Carers Rights day was 'Caring for My Future' which fitted in well with the importance of supporting young carers in school. A Comprehensive School in Bridgend invited the young carers project to hold a workshop with their well-attended young carers group. During the session the right to an education, to a social life and to a future was discussed as well as learning some mindfulness and relaxation techniques.

## **Carers Assessment – Young Carers**

A Social Worker has been appointed to sit in Single Point of Contact within Children's Service (Neath Port Talbot County Borough Council Social Services) to complete all young carers' assessments. Every young carer now enters the young carer's service with an assessment. The Young Carers Co-ordinator within Bridgend's Multi Agency Safeguarding Hub conduct Carers Assessments. In the Western Bay area during 2018-19, 143 assessments have taken place. (34 of these were YMCA Swansea Young carers project assessments).

## **Regional Engagement Event**



Swansea Carers Choir at the Celebrating Carers Event

Over 100 carers and professionals from across Western Bay came together at the Towers Hotel on the 4<sup>th</sup> March. The focus of the day was celebration; to acknowledge and celebrate local Carers who make such a difference to the lives of the people they support, to celebrate new and innovating services which see health, local authorities and Carers Centres/ Service working together to support carers and to celebrate individuals who carers have nominated as having 'gone above and beyond'. The chair of Abertawe Bro Morgannwg University Health Board chaired the event.

During the day, the Senior Policy Advisor, Older People & Carers Branch, Welsh Government spoke about Welsh Government priorities for Carers and a General Practitioner from Porthcawl spoke about the importance of identifying carers in Primary Care and ways in which they could be supported, he also launched the new GP Carer Friendly Accreditation scheme. Feedback from delegates was very positive.

### **Carer Feedback**

“It was enjoyable. Was good to chat with others in the same situation. Encouraging to know what is up and coming”

### **Regional Young Carers Engagement Event**

The event for young carers took place at the Halo Centre Bridgend. Over 60 young carers aged from 8 to 18 from Swansea, Bridgend and Neath Port Talbot attended. The Vice Chair of the Carers Partnership welcomed everyone. The morning session was facilitated by Scarlet Design who used visual facilitation to find out what the young people know about getting their voices heard. Following the lunch break where young carers had an opportunity to chat, there were a range of activities on offer, including climbing the indoor wall, practicing football skills, exercise class or to be creative and draw on 2 x1m doodle wall. Feedback from participants suggested that it was an enjoyable day with most people who completed the evaluation stated it was ‘Excellent’.

### **Opportunities for Co-production**

This year Western Bay Carers Partnership Board welcomed two new members, the Carers Representative and Alternative Carers Representative from the Western Bay Regional Partnership Board.

There has been a series of local engagement activities with carers and young carers. These include the Carers Forum strategy meeting, Henry Smith meeting and Parent Carer Forum (managed by SCVS) and Co-production sessions for Helping Working Families Project in Swansea. In Neath Port Talbot there have been a partnership 'Have Your Say' event and conversation café. The local authority Carers Champion arranged two Carers coffee mornings. Carers who participate in Carers Service activities are routinely asked to complete evaluation and satisfaction forms. Carers' feedback is used to identify need and shape services, for example the Carers Support Package project was initiated as a result of carers sharing their experiences. In Bridgend there have been 5 engagement events over the year.

Carers' representatives have been actively involved in the Western Bay review meetings, contributing to the shaping of the Regional Partnership as it moves forward.

Western Bay Citizens Panel membership includes individuals with caring responsibilities.

### **Young carers– opportunities for Co-production**

Two young carers sit on the Neath Port Talbot Youth Council. They represent their peers and bring forward the issues, concerns and positive news stories of young carers across Neath Port Talbot. The Youth Council meet with cabinet members, directors and officers once per quarter. Having a young carer's voice on the Youth Council has enabled them to influence policy and decisions that affect them and raise the profile of young carers in Neath Port Talbot. As a result of this, representatives of the young carers service group attend the Youth Health Summit where they spoke about their views and personal experiences of Adverse Childhood Experiences (ACEs) and their views will now be fed back to Welsh Government.



This year, a young carer became a trustee for Bridgend Carers Centre. Four young carers from Bridgend aged 12 and 13 now sit on the Wales Young Carers Council. The Welsh Young Carers Council visited Huw Irranca-Davies at Ty Hywel in Cardiff in November to ask the minister questions about how services in Wales can be improved to meet the needs of young carers. In addition a Young Carer from the area represents young carers on the Welsh Youth Parliament and a Young Adult Carer from Swansea is a reserve on the Youth Parliament. Three YMCA Swansea Young carers joined the ALPHA Advisory Group in Cardiff.

On the 19th February 2018 Swansea Young Adult Carers Project launched their documentary. The documentary was created by the Young Adult Carers in the Swansea Carers Centre project and follows the stories of three young people who explain how their caring role affects their lives and the difference made to them by the support they receive from the project. The film was created with the support of MAD (Music Art Digital) and funded by Swansea Youth Bank.

### **Young carers Recognition and Awards**

Bridgend Young Adult Carers Project was shortlisted as a finalist for the Groundworks UK Community Awards in the category of 'Contribution to Education and Employment'. The awards ceremony took place in the House of Commons in London and the project manager, and Centre Manager attended.

Young carers from Swansea won the Wales Money for Life 'Community Challenge' winners and represented Wales in Money for Life 'Community Challenge' finals in London.

Swansea Young Carers Project was the Lord Mayors Charity for 2018-19. Swansea Young Adult Carers won a Hi5 award.

## **Volunteers**

Carers Centres and the Carers Service recognise the roles played by volunteers in supporting carers. A significant percentage of volunteers are carers or former carers who bring a range of skills and experience. There are over 100 volunteers engaged in a variety of activities from staffing information stands, helping at events to assisting with daytime activities and sitting service.

**Outcome 4 - There is improved partnership working between funders and service providers (for carers). This will result in carers moving easily between partner organisations, carers being able to access sustainable Third sector services which are funded on evidence of need and outcomes.**

## **Funding**

During the year Partner organisations have been raising the issue of the sustainability of services (for example, staff retention) in the instances where funding is only made available on an annual basis.

## **Developing an Outcomes framework**

Commissioners and providers of services for carers have held an initial workshop on 14<sup>th</sup> February to discuss the value, purpose and practicalities of capturing Outcomes for carers and Carers services. Additional workshops have been planned to take place in the spring 2019.

## **Health/ Social Services and Carers Centre/ Service**

There has been further integration of Third Sector (Carers Service/ Centre) services and staff with statutory services this year, including the addition of three Integrated Carers Link Workers based within the Bridgend networks.

The Link Workers have been working closely with Primary Care staff, District Nurses and Social Workers. The Neath Port Talbot Carers service is co-located within the Health and Social Care Centre at Cimla, this allows strong partnership working and regular discussions on strategic and operational matters. There is an identified lead officer within Neath Port Talbot County Borough Council who regularly meets with the Carers Service.

### **Information Sharing**

One of the issues noted in the Carers Service Mapping exercise conducted last year was that some Carers stating that they had to give the same information to a range of different organisations and queried whether there was there a way to overcome this. The Carers Partnership Board was mindful that new regulations were to be introduced in 2018, namely General Data Protection Regulation (GDPR) and that work was underway in rolling out the Welsh Community Care Information System (WCCIS) Project. The WCCIS has not been fully implemented across the Western Bay area yet, but there is an awareness of the need for local arrangements for information sharing between commissioned Third sector services. This is also being discussed on a Wales-wide basis to ensure consistency.

### **Lone Working**

A Lone Working Policy is one of the key procedures required when services are commissioned by local authorities and health. For example, at Bridgend County Borough Council lone working has been discussed and policies and procedures reviewed. Bridgend County Borough Council Lone Working Policy has been shared and signposting to the Suzy Lamplugh Trust for further bespoke support has been provided. Neath Port Talbot County Borough Council Service review and contract monitoring meetings

ensure that all policies and procedures are up to date, including lone working.

### **Carers Services contact with specialist Third sector organisations**

Reflecting the ethos of the Social Services and Well-being (Wales) Act 2014 on increased emphasis for people to access services in their own communities, it is important that all partners work together to ensure services are joined up. Neath Port Talbot Carers Service and Neath Port Talbot Council for Voluntary Service maintain links across the Third sector to aid with the information, assistance and advice offer and signpost Carers accordingly.

Carers Service/ Carers Centres continue to have formal and informal links between themselves and other Third Sector/ Specialist organisations. Examples of Partnership working this year include links between Neath Port Talbot Carers Service with MIND, Swansea Carers Centre and Hafal and Bridgend Carers Centre and the Alzheimer's Society, Hafal and Action for Children.

### **Joint Commissioning**

Regular meetings have been established between commissioners to look at opportunities for further joint working.

## **7. The Future**

As Carers Partnership Board members from Bridgend move to the newly established 'Cwm Taf Morgannwg' region from April 2019 and the Western Bay Regional Partnership becomes the West Glamorgan Regional Partnership, it seems timely that during the forthcoming year in addition to

progressing the work undertaken 2018-19 to meet Action Plan outcomes the partnership takes further steps towards its ambition of producing a longer term regional carers strategy co-productively.