

APPENDIX 1



Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



CWM TAF MORGANNWG CARERS STEERING GROUP

End of year report 2019/2020



Cwm Taf Morgannwg Carers End of Year Progress Report 2019 – 2020

Eligible activity includes:

- 1) **Supporting carers in general practice** - working with your partners, through the primary care clusters, to implement a scheme that supports health professionals working in primary care and community care to develop their carer awareness and understanding of how to identify carers, the issues that carers face and ways of working to better support carers; and
- 2) **Discharge from hospital planning** - taking steps to support and engage carers in the patient's discharge planning, for example better information, advice and assistance (IAA) provided to all carers when the person they care for is discharged from hospital.

This form can be used as a template for the evidence you provide of the activities undertaken to meet the aims outlined in the funding requirements.

A number of questions were included in the annex of the letter and are illustrated below.

1) Supporting carers in general practice

What action/ activity have you undertaken to work with partners to support health professionals working in primary care and community care to develop their carer awareness and understanding of:

- how to identify carers,
- the issues that carers face and
- ways of working to better support carers; and

Action taken

During 2019/20, Bridgend County Borough Council, Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council and Cwm Taf Morgannwg University Health Board have built upon the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers, whilst making best use of a wide range of knowledge, expertise and support services.

This transitional year for Cwm Taf Morgannwg University Health Board has seen the development of new relationships and partnerships across this new region.

Current services for Carers in Cwm Taf Morgannwg are provided by a range of organisations in the statutory and Third Sector. As well as accessing general services like GPs in primary care available to everyone, there are also specific services to support Carers, including young Carers and young adult Carers. These include:

- In RCT, a Carers Support Project run by the Local Authority.
- Services commissioned from the Third Sector including Action for Children, Barnardos and Age Connects Morgannwg.
- A network of Carers Champions in settings across the health sector.
- In Merthyr, services to support Carers were commissioned from third sector organisations.
- Carers Trust South East Wales providing Information and Advice to Carers across Bridgend.
- Bridgend Carers Centre offering support through their Carer Link workers in GP practices in Bridgend.

- Carers Hospital Discharge project across the Cwm Taf Morgannwg Region.

The Cwm Taf Morgannwg regions continues to have representation at the COLIN meetings with a representative from Rhondda Cynon Taf County Borough Council, Bridgend County Borough Council and/or Cwm Taf Morgannwg University Health Board attending.

Interlink RCT and VAMT continue to organise the **Carers Provider Network**, which gives organisations the platform to raise queries, gaps and exchange of good practice.

Throughout 2019/20, Cwm Taf Morgannwg University Health Board, Bridgend County Borough Council, Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council have sustained the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers. This Cwm Taf Morgannwg End of Year Report has highlighted the key areas of work and provided examples of the progress made.

The transitional funding to support Carers provided by Welsh Government since for 2016/17 to support the implementation of the SSWB Act is very welcome as there had been concerns regarding the loss of momentum and the lack of resources available to achieve identified actions.

It is essential to prevent any negative impact on Carers services and support and ensure the continued development and raising awareness of Carers throughout the region, meeting the increased responsibilities for partners under the SSWB Act.

£25,000.00 of the WG Carers funding was allocated through an application process to the Third Sector. Organisations were able to bid up to £5,000.00 of projects to engage with Carers of all ages. The successful organisations were:

Organisation Name	Project Description
Challenging Behaviour Support CIC	Fortnightly parent Carers support session in RCT and there has been an increase in beneficiaries.
Cancer Aid Merthyr Tydfil	Caring for Cancer Carers has undertaken: <ul style="list-style-type: none"> • A Carers clinic providing information, support and advice one afternoon a week; • A Carers only clinic providing complementary therapy; • A Carers support group – facilitated by a registered BACP counsellor providing an evening group support; • These services are all currently running and are at full capacity. • Going forward we aim to continue to provide services as required for one to one support, and launch a new Carers group every 8 weeks. Once a carers group has completed the 8 weeks of facilitated group support they will be able to continue to use the centre of excellence to arrange informal group support meetings.
Merthyr and the Valley Mind	Carers STAR Project in Merthyr Tydfil have run counselling sessions with all places allocated and people are currently working through their sessions.
Follow Your Dreams	Parent Carers Information Event in RCT
Techtivity	Caring for you in Bridgend have a weekend of wellbeing activities at Tyn Cellar Farm in Margam, including holistic treatments, yoga, and a sound bath.
Citizen Advice Bureau Merthyr Tydfil	CAB 4 Carers, piloting beginning Carers Assessments

CASE (Care and Support Each Other) RCT	Social Learning Curriculum: Christmas Craft, Mindfulness in the Park and a bowling night for Young Adult Carers.
The Grapevine	Rolling out to RCT and Merthyr Tydfil

Through this process additional WG Carers funding was allocated from the Young Carers allocation to:

Organisation Name	Project Description
RCTCBC	Young Carers Recognition Event
RCTCBC	Young Carers Leaflet

As this End of Year report demonstrates, we have continued to address the needs of Carers across the region to improve outcomes for them and their families.

For 2020/21, we have run an application process for the Welsh Government Carers funding. A multi-agency panel met on the 16th March 2020, consisting of representatives from VAMT, Interlink, BCBC, RPB and CTMUHB, to discuss applications to the Cwm Taf Morgannwg Carers Grant 2020/21. 18 applications were received in total with 6 successful organisations for funding in 2020/21.

We look forward to working in new partnerships as Cwm Taf Morgannwg in 2020/21.

Please explain:

How you have **worked with partners** to implement and deliver improved support for carers

The Cwm Taf Morgannwg Carers Steering Group

The Cwm Taf Morgannwg Carers Steering Group which was established in 2016 and overseen the implementation of the Cwm Taf Carers Strategy 2016-19 across Merthyr Tydfil and Rhondda Cynon Taf, including the development and delivery of an annual Action Plan, is currently being reviewed by the Regional Lead for the Regional Partnership Board.

The review includes group membership and reporting mechanism. The Group has met several times throughout 2019/20.

Currently membership consists of: Bridgend County Borough Council, Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council, VAMT, BAVO, Interlink, CAB RCT, Merthyr and Valleys MIND, Carer representative and Cwm Taf Morgannwg University Health Board.

Statement of Intent for Carers

Following the end of the Cwm Taf Carers Strategy on the 30th March 2019, for this transitional year following the merger which saw the creation of Cwm Taf Morgannwg University Health Board, the Statement of Intent for Carers was produced in partnership.

We await guidance from Welsh Government on their proposed Action Plan and the Ministerial Advisory Group as to whether we produce a regional Carers Strategy or a regional Action Plan to implement WG proposals.



Statement of Intent
Carers.docx

Let's Talk Public Engagement Events

As part of a Health Board programme of public engagement events, a series of events were held in February 2020 with Carers being one of the main topics for members of the public to discuss. Health colleagues attended to answer any queries with information provided by partners for distribution. These events were held across Cwm Taf Morgannwg and engaged with over 100 people. As well as members of the public we engaged and promoted Carers services with Councillors, School Teachers, Leisure Staff, Third Sector and colleagues from across the Health Board.

Young Carers Cookery Classes

From working with colleagues in Merthyr Tydfil, it has highlighted the need to engage with young Carers. Working with Barnardos, Merthyr Tydfil and Public Health, Cwm Taf Morgannwg are in the process of delivering cookery classes for 10 young Carers.

This pilot course is funded by Welsh Government Carer funding Cwm Taf Morgannwg and accredited by AGORED.

Although still in its infancy, the training is already proving to be a success. Young Carers have fully engaged and are enthusiastic to learn a new life skill that will assist them in their caring role.

The training covers basic food hygiene, health & safety and budgets. In addition to learning a new skill the training sessions have also given the young carers the opportunity to engage with one another in a group session.

It is reported that young Carers miss on average 48 days of school a year. By engaging them and giving them life skills this will boost their confidence, give them a sense of inclusion and hopefully inspire them to continue learning.

Going forward this opportunity will be provided for young carers in Rhondda Cynon Taf and Bridgend.

Leisure

Cwm Taf Morgannwg has been in talks with Rhydyar Leisure Centre, Merthyr Tydfil and are currently in the process of offering Carers a 40% discount for use of facilities.

This will be of great benefit to carers who may not necessarily have disposable income to have access to leisure facilities. It's widely acknowledged that exercise can help alleviate mental health issues and this discount gives Carers of all ages the ability to engage in social activities and give them a life outside of their caring role.

Upper Rhondda, Taf, Cynon and Merthyr Tydfil Dementia Support Groups

Replicating the good practice of Carers and the cared for coming together, additional Dementia Groups have now been set up in Rhydyfelin and Pontypridd Library. Some of the groups have extra activities helpful to provide more meaningful activities for Carers attending their sessions. Activity sessions see Carers interacting with each other and stimulate discussion.

Upper Rhondda run various sessions, for example a Krafty Knitters group in Ysbyty George Thomas to engage the community including Carers plus a gardening activity for Carers to get involved in. There is a Tuesday morning social for all older people. There is also a quarterly Carers session held in the area. They have also started a Dementia Friendly Cinema session in the Phoenix, Ton Pentre, where classic movies are played.

A cognitive stimulation therapy group has also been set up for Carers to attend in the Taf area. The Taf area has also purchased a Virtual Reality headset which will be used in part for Carers to gain a greater understanding of the potential experience of individuals living with Dementia through relevant apps. There is Support Group in Pontypridd Museum and a Carers Group in Rhydyfelin Library.

Rhondda and Taf have set up a short term loan service for memory aids/telecare for Carers to use through the Dementia Team. This new project is very exciting and will benefit Carers who will not have to make a purchase until they have used that equipment and know that it will aid the cared for.

Two memory café's for the patients and Carers were set up in Merthyr Tydfil and Cynon. The Dementia Advisors have worked extensively with all of their patients and Carers, to meet once a month and give the Carers respite from their role in a supported environment and give them that peer support which has proven to be invaluable in other areas. The patient's and Carers have been heavily involved in what they would like the outcome to be and held in the sessions. Activities have been purchased for both the Carers and patient's to be part of in the sessions. Dementia Advisors have linked with other agencies to provide relevant information to give to people and advice.

Unfortunately, recently the decision was made to dissolve the Group in Merthyr Tydfil due to non-attendance.

The Cynon Group is for individuals with memory difficulties (both diagnoses and undiagnosed) and Carers to attend. We offer activities, information sessions, advice and signposting from professionals working in the Memory Assessment Service and Older Persons Mental Health Team. The poster is attached.



NEW memory lane
poster.doc

Merthyr Tydfil County Borough Council

Cwm Taf Morgannwg University Health Board has supported Merthyr Tydfil County Borough Council in shortlisting and interviewing to reappoint to their Carers Co-ordinator post.

There has been a delay in the recruitment due to the Covid 19 outbreak.

Merthyr Tydfil Young Carers Residential

Merthyr Tydfil Young Carers had the opportunity to engage in a residential stay. This was delivered via PGL Travel Ltd which is the UK's leading outdoor education provider, delivering inspirational learning through adventure. This was significant for those that attended as many young carers do not have the same opportunities as their peers to have a 'holiday'. They engaged in a number of activities including archery, raft racing and abseiling; all of which are designed to build young people's resilience and confidence. This takes place through working with Barnardos.

Merthyr and the Valleys Mind

Through support from across Cwm Taf Morgannwg, the Carers STAR Project is run by Merthyr and the Valleys Mind. The project is designed to optimise the quality of life and wellbeing for Carers, which in turn will support them to continue to be effective in their role, as long as that's right for them.

The STAR Project engages with Young Adult Carers (18 -25 years old) and Adult Carers (25 years+) in providing support and assistance to adult Carers living in Merthyr Tydfil. The project provides information and advice and can signpost Carers to a range of other local services. They work with Carers on a one-to-one basis following their own organisational mission of always providing quality services that promote positive mental health and wellbeing.

The Carers STAR principles are:

- They want to make life better for Carers and to help them to stay well.
- They want to give people a stronger voice and more control over their caring role.
- They want to make sure people get the help and support they need to lead the best quality of life that they can.
- They want to get the right service at the right time.

Mind strive to ensure that the Carer gains recognition and respect they deserve by ensuring they are getting their voices heard, by keeping Carers engaged in the decision making process with the services they are accessing, and ensuring that their views and wishes are taken into account. They work closely with partners particularly focusing on the actions required to gain the desired outcomes of their Carers. They do this by the use of the Carers STAR assessment tool to action plan with the Carer to help focus on their wellbeing, additionally ensuring they are focussed on getting their voice is heard to achieve the right help at the right time.

Bridgend Carers Centre Link Workers Project

Cwm Taf Morgannwg agreed to fund this project for an additional year with the Carers Welsh Government funding. Three integrated Carers Officers (Carers Link) (3 x 0.8FTE, 4 days a week) are based at the three Bridgend network teams – North, East and West. The Carers Links work pro-actively with GPS in each network to improve Carer recognition. GPs and District Nurses identify Carers and have access to this pathway. They also carry out a ‘What Matters’ conversation and collect information towards a Carers Assessment, give information, advice and assistance to newly identified Carers.

Rhondda Cynon Taf County Borough Council has provided the update below:

The attached the report is from the Adult Carers Residential held in October 2019.



RCT Respite Gower
Getaway.docx

Whilst on the Residential they took the opportunity to produce a short film about Carers. The film can be viewed by visiting:

<https://drive.google.com/open?id=1GsjGFO1oza3JgPpNwiGz3A0NjQVBfxTZ>

Leadership

A new strategic leadership post – Service Manager for Carers – was created at the start of the financial year, with an appointment start date in June 2019. The post has responsibility for all carers, including young carers, sibling carers, young adult carers, parent carers and adult carers.

The key priorities for the Service Manager this financial year is to improve our processes around IAA, carer assessments and support services for carers, engaging with carers to ensure they have an active voice in service developments and raise the profile of carers across Rhondda Cynon Taf through staff training, representation on regional Boards and managing the Carers Support Project.

Restructure

Our Carer Support Project (CSP) was restructured at the start of the and in particular this has streamlined the access pathways to IAA for carers of all ages. The CSP is now a support only project with the assessment for young carers located within the children’s IAA service. Young carers now benefit from an experienced assessor with the same pathway as other children services functions.

The CSP remit has been widened to include support for young carers with plans in place for our third sector young carers support provider, Action for Children, to co-locate with the CSP in early 2020. This is a great example for joint working and co-production as combining service resources in this way is already allowing us to offer more to young carers. Significant investment from RCT Council has been secured in order to create a dedicated Carers Hub in Pontypridd. The investment will be spent to redevelop the building to allow for a multipurpose room to be created at the front with offices for CSP and Action for Children staff at the back. The space will be used for events, activities and informal drop-in sessions for carers of all ages. ICF money has also been secured in order to furnish the space and purchase equipment to allow it to be used for a wide range of events.

Carers Support Project (CSP)

The CSP continues to deliver high quality information, assistance, advice and signposting to carers throughout Rhondda Cynon Taf. In 19/20, CSP provided a total of 125 training sessions, workshops and events to adult Carers, which resulted in 2025 Carer attendances.

Carer attendances have been significantly affected by the floods and Covid-19.

The variety of support offered by the service aims to best support Carers with varying circumstances and needs, providing them with information, advice and signposting, whilst supporting a life outside of their caring role.

The project offers regular support groups every month with additional one-off day trips, workshops and training events planned on a quarterly basis. The project has secured additional funding to provide three residential stays this financial year – one for adult carers, one for young adult carers and one for young carers split into younger and older children.

Carer Assessments

One of our key priorities this financial year is to increase uptake of carer assessments and improve the assessment process.

We have engaged with carers using a Community of Enquiry approach in August 2019 to get a better picture of what the barriers to carer assessments are. We have used the same approach to engage with our staff working in social care to discover what they perceive as the barriers.

A working group has been set up, consisting of social care staff from across adult and children services, to use the information gathered through engagement to create an action plan. A pilot was implemented in December 2019 to test out new staff guidance and assessment forms for carer assessments. This is currently being evaluated.

Young carers and young adult carers (YACs)

We are funding a 20-hour post to work specifically with young adult carers (YAC) aged 18 to 25. Our primary focus is to improve emotional wellbeing and resilience. The YACs have their own constituted group called CASE through which they are able to apply for external funding for activities.

Our young carers support, which is provided via Action for Children, run regular age-specific groups in each of the three localities (Rhondda, Cynon and Taf) for young carers. There are plans to co-locate Action for Children with CSP to improve working links, create efficiencies and develop co-produce inter-generational activities. We maintain a specific assessment worker for young carers, who is also responsible for reviewing the support plans.

Engagement

In addition to the Community of Enquiry engagement event held in August, we are planning a #WhatMatters engagement campaign for carers during November. This campaign, supported by SCWDP, will be delivered by the CSP by working in partnership with a community art organisation.

Carers were encouraged to tell us what mattered most to them in their caring role by creating art works at several events during November, including a Wellbeing Tree, an upcycled coffee table and a rap performance. A visual artist brought all the feedback together on a poster, which will be displayed in the new Carers Hub. This poster is acting as a visual business plan and has informed grant applications and actions for the coming financial year.

How you have **measured success** using qualitative and quantitative data, (including the number of General Practices registered/compliant)

Annual Action Plans

The Carers Action Plan is not a fixed and final plan but a framework which sets out which has and will be taken forward over 2019/20. The Action plan is developed with detail key actions, lead responsibilities, timescales, resource implications and performance measures, which will focus on the outcomes we want to achieve.



March 2020 v1 Cwm
Taf Morgannwg Car

Outcomes we want to achieve and monitoring progress

The success of this Action Plan and the benefits it delivers will be reviewed regularly. It will be a partnership plan and a variety of staff within a wide range of sectors will be responsible for working in collaboration to implement it effectively.

An annual report on progress will be reported to the Cwm Taf Morgannwg APDIG, as well as the individual organisations i.e. the three Local Authorities, the Health Board and Welsh Government.

Bridgend Carers Centre Link Workers Project

Quarterly reports are submitted and we are currently digesting this information.

Feedback from carers who have accessed and used these services.

Case Study:

Carer presented to GP surgery with her husband. Husband has dementia and becoming increasingly aggressive towards wife.

Background

Wife has been caring for her husband who suffers with dementia. Lately husband become more aggressive with wife. Wife is at crisis point and requires assistance.

Action

Wife identifies a Carer champion poster in the waiting room and asks receptionist to explain what a Carer champion is. After the receptionist explained the role of a Carer champion, wife opens up and lets the receptionist know how difficult things are at the moment but asks not for the receptionist to mention anything about the way she's feeling in front of her husband as this would annoy him.

Carer champion writes the wife's concerns into the patient's notes section on the computer. When the couple go to see the GP the GP is able to mention that maybe they could both do with some respite and some additional support at home.

As this conversation is instigated by the GP the husband agrees to some additional intervention.

Recommendation

Carer champion gives couple information regarding third sector organisations who would be able to support them in the community.

Husband now has carers to sit with him twice a week which enables his wife to have some free time and socialise.

Local support groups are attended by both so they are able to meet others who may be in a similar position.

On returning to the GP surgery the wife expressed her gratitude to the carer champion stating the intervention has had a positive impact on her health & wellbeing and also her mental health. Her husband's mood has improved as he is also able to venture out and socialise.

Specific questions to be addressed:

What awareness raising has been undertaken with practice staff (all professions) on the needs of carers, including young carers?

Cwm Taf Morgannwg Carers Co-ordinator

In Cwm Taf Morgannwg University Health Board, we have a Carers Co-ordinator who has attended public events (Health & Wellbeing Month, Information Stalls), produced promotional materials and merchandise and attended Senior Nurse meetings to discuss the role of a Carer and organised the annual conference. The Carers Co-ordinator has also attended Nurse Induction sessions for all new nurses joining Cwm Taf University Health Board.

With confirmation of funding for 2019/20 from Welsh Government, this post has been extended to the 31st March 2020.

Carers Conference

In June 2019 CTM held its annual Carers conference.

The event was attended by over 80 colleagues from across the Health Board and over 20 organisations were able to hold information stands. The day was a huge success with many guests expressing how informative it was and good for networking.



carers report
2019.docx

Awareness Sessions

Cwm Taf Morgannwg has made progress in raising the awareness of Carers of all ages through graduate nurse induction days. Working in partnership with University of South Wales, Rhondda Cynon Taf County Borough Council and Citizens Advice Bureau Merthyr Tydfil, we have developed an holistic training session for graduate nurses and qualified nurses.

This will enable new employees to gain a better understanding of challenges faced by Carers of all ages and the support services available to them, not only from health but the Local Authority and third sector

organisations. We hope this training is a success and can be developed further. This is also an opportunity for staff to enrol as Carer champions.

Cwm Taf Morgannwg Intranet/internet page

Cwm Taf Morgannwg now have a designated Carers page in the intranet for internal staff to access the latest information, advice and support. We recognise an organisation of our multitude have Carers and promote the Cwm Taf Morgannwg Staff Carers Policy.

The site is a point of contact for staff Carers so they too can access support services.

GP Support Officers (GPSO)

In Merthyr Tydfil Primary Care Cluster they have GPSO's who engage, signpost, offer advice and work with patients to influence cultural and behavioural change for service users within a Primary Care setting. They advise/assess service users and address social issues and offer support in correlation with the social services and wellbeing act. They promote independence and enable service users to take responsibility for their own health and wellbeing. GPSO's support the reduction of attendance within general practice for non-medical intervention.

Referrals from the GPSO's include to Merthyr Tydfil County Borough Council and the Third Sector.

GPSO's, during consultations, have often identified Carers who have not identified themselves as a Carers (they are a family member that feel it is their duty to look after their relatives). This cohort of service users were not claiming carers allowance or receiving any support from any groups, such as Alzheimer's or Stroke Society.

GPSO's have been able to support these Carers by identifying what is causing stress and putting some extra support and ensuring the correct financial assistance are put in place. They also ensure links with the relevant agencies and particularly ensuring the required adaptations are made at home.

Kier Hardie Health Park GP Practice

A GP in Kier Hardie Health Park nominated his receptionist Judith Cullen, who has undertaken the AGORED training and is a Carers Champion, for the Support Staff of the Year at the South Wales Argus National Award. Judith won the award based on the impact she has made in her Carers Champion role. A link to this great success: <https://newsquestevents.co.uk/swa-health-care-awards/>

How many General Practices / health centres have implemented Investors in Carers, something similar, or are planning to implement this accredited scheme?

AGORED

Cwm Taf Morgannwg are currently delivering the AGORED Supporting Carers training. We are engaged with 15 General Practitioner Surgeries throughout Merthyr, Rhondda Cynon Taf and Bridgend. Of these 15 we have certificated 8 learners with the qualification. In addition, we have also rolled out the training to Healthcare Support Workers, Pharmacies and Dental Practices.

The training enables learners to be more Carer aware and gives them tools and techniques that will assist them to identify Carers. The benefit of this training is Carers can receive support and advice before they reach crisis point, or before the Carer of cared for requires hospital admission.

We post regular updates on social media and internally to inform Carers what is available to them, we also have a designated Carers information page on the Intranet which includes information for staff carers. This also promotes and encourages Carer champions to be identified throughout clinical

settings, we currently have 61 Carer Champions registered who are sent regular bulletins on carer events and information which they can promote in their area of work.

The Cwm Taf Morgannwg Carers Co-ordinator has worked to reinvigorate and recruit Carers Champions on the Wards.

How and what specific support are General Practice staff providing to carers?

GP Leaflets

The Carers Co-ordinator has designed and distributed Carer booklets to GP Practices which has a registration form enabling a Carer to complete and hand to their Carer Champion. This has encouraged Carers to self-identify and engage with their GP surgery.

Carer Notice Boards

Each surgery signed up to the Agored training is given a Carers Notice Board that is updated by the Carers Champion monthly. There is also a Carers Champion poster to notify patients who is their Carers Champion.

Carers Champion Badges

Each Carers Champion wears a badge so they are easily recognisable to patients.

Primary Care Communications Lead

The Carers Co-ordinator has liaised with the Primary Carer Communications Lead in promoting the good practice and case studies of the Carer related work being undertaken in GP surgeries across Cwm Taf Morgannwg.

What are the tangible outcomes for carers?

All of the positive outcomes as previously mentioned throughout the report.

Following AGORED training, one GP surgery in Pontyclun had 57 Carers registered in their system in September 2018. Following the Carers Co-ordinator involvement, they now have 147 Carers registered.

What signposting arrangements are in place within the General Practice to enable carers to access other support where needed e.g. third sector helplines, websites or local carers services?

Each GP surgery that has a designated Carer champion has been issued with a Carers notice board. This is regularly updated by the carer champion with information on what events or services are being held in their locality. They also have posters displaying who they Carer champion is for their surgery.

The carer's coordinator also sends ad-hoc information they may find beneficial.

If there is a specific request that carer champions may not know where to signpost they are able to contact the carer coordinator for advice.

There are also community coordinators in each GP surgery which Carer champions are able to signpost Carers for further information and advice.

GP surgeries also use their television monitors to inform patients of Carer services.

2) Discharge from hospital planning

What action/ activity have you undertaken to support and engage carers in the patient's discharge planning? For example: better information, advice and assistance (IAA) provided to all carers when the person they care for is discharged from hospital.

Action taken

Carers Hospital Discharge Project

We have worked with RCTCBC, MTCBC, Interlink and VAMT to enable a Carers Hospital Discharge Project to be piloted in Royal Glamorgan Hospital, Prince Charles Hospital, Ysbyty Cwm Cynon and Ysbyty Cwm Rhondda. Citizen's Advice Merthyr Tydfil and Hafal will offer a service to Carers – staff, patient or visitor – to give the right information at the right time to support them in their caring role.

This new service commenced March 2019.

To date a total of 387 new Carers have been identified in a hospital setting combined.

Citizen Advice Merthyr Tydfil end of year report:



CAB4CARERS Full
year report complete

Hafal's end of year reports:



YCR Statistics APR
19_MAR 2020.doc



RGH Statistics APR
19_MAR 2020.doc

Please explain:

How you have **worked with partners** to implement and deliver improved support for carers

By increasing our network we have been able to establish good working partnerships with Local Authority and third sector organisations.

We are currently working in partnership the RCT local authority and Citizens Advice Bureau Merthyr Tydfil to deliver a Carer awareness session for qualified nurses. The intention is to identify what issues clinical staff encounter and who is the most appropriate person to signpost to.

For young Carers we are working in partnership with Barnardos and Public Health to deliver an accredited cookery class. By building up a trusted relationship with the young Carers we will be better equipped to identify what matters them and how we can collectively support them further.

On Carers rights day we secure information stands in each of our general hospitals, third sector organisations are invited to man an information stand during this day/week so they have the opportunity to promote their services to Carers.

It's imperative that Health, Local Authority ad third sector organisations work together as the demand to meet Carers needs cannot be achieved in silo.

How you have **measured success** using qualitative and quantitative data, (including the number of General Practices registered/compliant)

Throughout Merthyr Tydfil, Rhondda Cynon Taf and Bridgend there is a total of 80 General Practitioners. All were sent letters inviting them to nominate a Carer champion and the opportunity to undertake the AGORED training.

We had an initial response from 18 requesting more information. From these, 10 practices enrolled staff to undertake the training, in total 13 staff (with some practices putting two through training).

To date we have successfully certificated 8 learners and the remainder are continuing.

We use an in-house spreadsheet that is regularly updated to track the learner's progress.

In addition we send letters to all 80 General Practitioners on a regular basis to try to engage.

Feedback from learners indicates the learning has given them the confidence to approach a what matters conversation with Carers and they feel more confident identifying Carers. Largely due to the training course they are able to signpost Carers for additional support and advice.

Feedback from carers who have accessed and used these services.

From the Carers Hospital Discharge Project from Hafal and Citizen Advice Merthyr Tydfil:



Case studies.docx



CAB for Carers Case studies.pdf

Specific questions to be addressed:

Have hospital procedures regarding patient discharge been adapted, or introduced, to improve staff awareness of, and input from carers?

Cwm Taf Morgannwg Stay Well @ Home team are investigating how they can adapt their policies so they can assist not only the service user but also the Carer. This is currently only in discussion mode but we are hopeful that going forward clinical staff can look take a holistic approach where Carers are very much involved and supported to take the service user home.

There are 4 members of the Stay Well @ Home staff currently undertaking the AGORED training.

The Carers coordinator delivers Carer aware training to graduate nurses on a regular basis. There is also an online Carer Aware e-learning package which we encourage all staff to complete. Although this is not mandatory it is something we hope to make mandatory in the future.

How are carers being proactively involved in the hospital discharge/discharge plans for the patient?

If Carers are identified by clinical staff they can be referred to our hospital discharge project. This will give the Carer the opportunity to raise any concerns they have regarding the service user being discharged. It may be they require additional support or home adaptations. If identified these issues could be addressed before discharge, therefore giving the Carer more confidence to continue with their caring role at home and possibly reduce the need for re-admission.

Are carers being pro-actively signposted to third sector support or local authority social services for information, support, or to obtain a carers needs assessment (as appropriate), as part of the patient's discharge process?

To date our hospital discharge service have signposted to 178 services provided by either local authority or third sector (breakdown available on request). In addition, Citizens Advice Bureau Merthyr Tydfil have themselves assisted with 315 Carer queries.