



## Cwm Taf Morgannwg Carers End of Year Progress Report 2020 – 2021

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.

### 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.

#### Action taken

Due to the Coronavirus pandemic, 2020/21 has been challenging for all. In order for services to continue to meet the need of Carers across the Cwm Taf Morgannwg (CTM) region, organisations have had to adapt their working practices. Bridgend County Borough Council (Bridgend CBC), Merthyr Tydfil County Borough Council (MTCBC), Rhondda Cynon Taf (RCT) County Borough Council (RCTCBC) and Cwm Taf Morgannwg University Health Board (CTMUHB) have 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.

Services for Carers in CTM are provided by a range of organisations in the statutory and Third Sector. As well as accessing general services, like GP Surgeries, 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 and MTCBC have appointed a Carers Coordinator.
- Across Bridgend, Carers Trust South East Wales provide Information and Advice to Carers.
- A Carers Hospital Discharge project across the CTM Region.

In CTM to enable GP surgeries to identify Carers, we ensure each surgery has a Carers Champion, a Carers noticeboard that is updated regularly and dissemination of relevant and timely Carer related information to enable swift signposting of Carers to Carers services in their area.

The transitional funding to support Carers provided by Welsh Government (WG) since 2016/17 to support the implementation of the Social Services and Well Being (Wales) Act 2014 (which came into force April 2016, is very welcome in maintaining the momentum of the Carer related work achieved to date.




The Cwm Taf Morgannwg (CTM) Carers Partnership Group works to prevent any negative impact on Carers services and support. The CTM Carers Partnership Group ensures the continued development and raising awareness of Carers throughout the region, meeting the increased responsibilities for partners under the Social Services Well Being Act.




CTM continues to have representation at the COLIN (Carers Officer Learning and Improvement Network) meetings with representatives from Local Authorities and CTMUHB attending.

Throughout 2020/21 CTMUHB, Bridgend CBC, MTCBC and RCTCBC have sustained the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers. This CTM End of Year Report highlights the key areas of work and provides examples of the progress made.



Following discussion with colleagues from Bridgend CBC, MTCBC, RCTCBC, Bridgend Association Voluntary Organisation (BAVO), Interlink Rhondda Cynon Taf, Voluntary Action Merthyr Tydfil (VAMT), the CTM Regional Planning Board (RPB) and CTMUHB – recommendations were made to the CTM Carers Partnership Group and then approved by the RPB's Transformation Leadership Group in the allocation of the 2020/21 Welsh Government's Carers Grant.

£135,634.00 of the WG Carers funding was allocated to the Third Sector through an application process.. Organisations were able to bid up to £50,000 of projects to engage with Carers of all ages. The successful projects are listed below:

Name of organisation	Project Name	Outline of project/Areas included	Projects End of Year Reports Received
CTMUHB	Carers Co-ordinator	The Carers Co-ordinator will work across the region with GP practices, hospitals etc. and engage with Local Authorities and Third Sector organisation assisting them to identify Carers in the community.	 Carer Co-ord End of Year Report 20-21
Citizens Advice Merthyr Tydfil (CAMT)	CAB4Carers	CAMT will deliver a bespoke service focussing on Carers: <ul style="list-style-type: none"> <li>• Hospital Discharge</li> <li>• Ongoing support in the community</li> </ul> This will be delivered across the region.	 CAB END OF YEAR REPORT 2021.pdf
Action for Children RCT Young Carers Project	School Delivery Works	Action for Children will work in schools throughout RCT to raise awareness of young Carers and share their stories. This funding is to add additional hours to the current provision.	Action for Children are in the process of developing a report.
CASE (Care & Support Each Other)	CASE YACS	CASE have proposed a calendar with a series of Learning and skills events that reflect the theme of culture, education, physical and mental wellbeing alongside resilience in RCT.	 CASE.docx

ASD Rainbows	Rainbows families	This project will employ a Family Outreach Worker to work across CTM. They will carry out community work with families offering the individualised support needed to enable families to access community activities/support. They will also run a parent and child group for a year.	 End of Year matrix - ASD Rainbows.docx
MTCBC	Barnardos	MTCBC with Barnardos supports opportunities for Young Carers to socialise with other Young Carers outside of school and offers opportunities to be active and go on holidays without the people they care for.	 Barnardos MT.docx   End of Year matrix (003) 2.docx
Taf Memory Assessment Service, CTMUHB	Support Projects	This funding will be distributed between a number of projects that will assist Carers and also individuals living with Dementia. Accessing professional and peer support for not only their own health and wellbeing, but also in giving them the tools to be able to help maintain the health and wellbeing of the individuals they are caring for. This will be in the Taf area.	Taf Memory Service are in the process of submitting a report.

The remaining £25,366.00 of WG Carers Grant was allocated through the CTM Carers Partnership Group and agreement by the RPB Transformation Leadership Group. These projects are set out below:

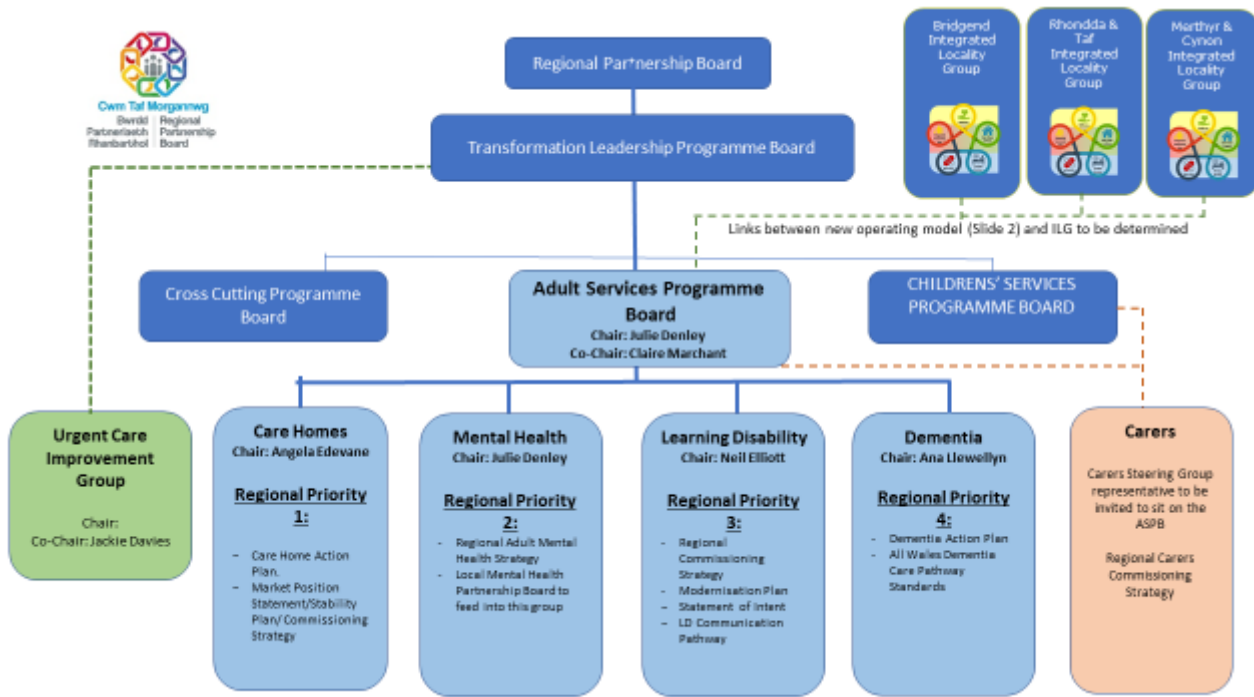
Carers Trust South East Wales (CTSEW)	Carers Emergency Fund	This emergency grant was allocated across <b>Cwm Taf Morgannwg</b> .  Merthyr: Received a total of 9 applications from Merthyr (3 applications were from people aged 19-24, 6 applications were from people aged 25-64).  Rhondda Cynon Taf: Received a total of 72 applications from RCT (4 applications were from people aged 0-18, 12 applications were from people aged 19-24, 54 applications were from people aged 25-64, 2 applications were from people aged 65+).  Bridgend: Received a total of 140 applications from Bridgend (3 applications were from people aged 0-18, 10 applications were from people aged 19-24, 127 applications were from people aged 25-64, 0 applications were from people aged 65+).	
CTSEW	Counselling	Additional counselling hours were bought to their current service provision.	CTSEW are in the process of submitting a report.
RCTCBC	Counselling	Additional counselling hours were bought to their current service provision.	 CTM Counselling End of Year matrix (C
MTCBC	Meaningful care matters	12 week programme supporting unpaid Carers of dementia	 MTCBC.docx

Please explain:

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

### The Cwm Taf Morgannwg Carers Partnership Group

The CTM Carers Partnership Group was established in 2019 and oversees the CTM Carers Statement of Intent. The governance of the partnership has been reviewed by the CTM RPB. The CTM Carers Partnership will report to the Adults Services Programme Board that sits underneath the RPB's Transformation Leadership Programme Board.



The CTM Carers Partnership Group has met during 2020-21. Currently membership consists of: Bridgend CBC, Merthyr Tydfil CBC, RCT CBC, VAMT, BAVO, Interlink, Citizen Advice Bureau RCT, Merthyr and Valleys MIND, a Carer representative and CTMUHB.

### Statement of Intent for Carers

Following the end of the Cwm Taf Carers Strategy on the 30<sup>th</sup> March 2019, CTMUHB, in partnership with BCBC, RCTCBC and MTCBC produced a Statement of Intent for Carers.



Statement of Intent Carers.docx

The CTM Carers Partnership Group await guidance from WG on their proposed Action Plan and the Ministerial Advisory Group as to whether there will be a requirement to produce a regional Carers Strategy or a regional Action Plan to implement WG proposals.

### Young Carers Cookery Classes

Following on from a pilot project in 2019-20, working with Barnardos Merthyr Tydfil, Public Health Wales and the CTMUHB Carers Co-ordinator, Barnardos were able to continue delivering cookery books and food produce for young Carers throughout the pandemic.

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. During lockdown these skills proved invaluable as young Carers were able to produce healthy, well balanced meals for their family.

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

Activity resources were also distributed to the young Carers. CTMUHB also identified technology which enabled young Carers to engage with family, friends and education during lockdown which Barnardos has kept as a future resource.

### CCTM Carers A-Z Guide

Throughout the pandemic, CTMUHB has sustained the delivery of A-Z Carer Guides across our region. This resource is available online or hard copies and has proven to be a valuable resource for organisations and Carers living in the CTM region. Copies have been sent to GP practices and outpatient departments on all Acute General Hospital sites.

Partner organisations across the region have also received a supply, including the Community Co-ordinators who are based across the RCT and Merthyr Tydfil region. Age Connects Morgannwg distributed these across the Bridgend region.



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### **Merthyr Tydfil County Borough Council**

CTMUB has supported MTCBC in shortlisting and interviewing to reappoint to their Carers Co-ordinator post. The successful applicant commenced in April 2020.

### **Rhondda Cynon Taf County Borough Council**

**Carer Conversations:** A pilot programme was introduced across social care in RCTCBC in January 2020 to improve the experience and offer of Carer assessments to unpaid Carers. The pilot included new staff guidance co-produced with Carers. This pilot was audited in November 2020 with some very encouraging results and feedback from staff and carers. As a result this is now being rolled out as a permanent approach to carer assessments. Additional funding was obtained to increase the Carers Counselling Service due to increased demand for psychological support.

**Carer Friendly Employer:** RCTCBC are scoping the possibility of achieving the Carer Friendly Employer accreditation offered by Carers Trust. This will involve a cross-departmental working group to propose a standalone Carers Policy and improve support for unpaid carers within the workforce.

**Cares Support Project:** The RCT Carers Support Project has continued to support unpaid carers online during the pandemic with a varied programme of online events and activities. The new Carers Hub in Pontypridd was finalised during the year thanks to a capital Integrated Care Fund grant and will become the new home for the Carers Support Project, the Young Adult Carer Service and the Young Carer Support Service during 21/22. This will provide an all-age co-located carer support service in the county. The Happy @ Home grant scheme proved extremely popular, receiving 200 applications from unpaid carers of up to £300 to support wellbeing at home.

**Young Adult Carers (YACs):** YACs in RCT continue to be supported by a specific support worker. Their programme of events was also moved online due to the pandemic and supported many to maintain

emotional wellbeing and work on their resilience during the pandemic with many learning-based events like mindfulness, stress management, anxiety and depression awareness and wellness events. Some social activities have also been successful, such as Bake Off, quiz nights and a YAC Festival. A recognition film is currently in production, celebrating the contribution and achievements of Young Carers and Young Adult Carers during the pandemic.

#### Young carers and sibling carers

RCTCBC launched the Young Carer Card in March 2021. It offers young carers an easy way to start a conversation about their role and we have also been able to attach discounts in local shops to the card.

Chromebooks, received from WG, were supplied to 25 young carers and YACs aged up to 20.

The young carer support service is provided by Action for Children. Online groups were held throughout the pandemic with one-to-one support available for the most vulnerable young carers. A grant scheme was held for young carers, allowing applications of up to £50 to support them and their families during the pandemic. Smaller face-to-face groups were held throughout the year as and when restrictions allowed.

Sibling carers received activity packs and were offered the chance to attend a 10-week emotional wellbeing course online. They also benefited from a grant scheme similar to the young carers.

### **Bridgend County Borough Council**

Bridgend CBC have continued to work in partnership with Carers Trust South East Wales and maintain connections with CTMUHB and partners across our region.

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

### **Annual Action Plans**

The CTM Carers Action Plan is not a fixed and final plan, but a framework which sets out work to be taken forward over 2020/21. The Action plan is developed with detailed key actions, lead responsibilities, timescales, resource implications and performance measures, which will focus on the outcomes we (the partners) want to achieve.

During 2020-21, due to the impact of the pandemic on the working process, we were not able to update the action plan. It is our intention to update this action plan in the coming months with a view to developing an action plan for 2021-22.



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### **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 of the action plan will be reported to the CTM Transformation Leadership Programme Board, as well as the individual organisations i.e. the three Local Authorities, CTMUHB and WG.

## Feedback from carers who have accessed and used these services.

We received this case study from the Citizen Advice Bureau Merthyr Tydfil's Carers Hospital Discharge Project called "CAB4Carers":

Mr X approached the CAB4Carers adviser for help with benefits as they share the caring responsibilities for his disabled son with his partner. Mr X called the CAB4Carers adviser for advice on his son's benefits as he is the appointee for all his son's financial matters due to his health issues. His son's claim to Disability Living Allowance was coming to an end and he was asked to make a claim for Personal Independence Payment (PIP) but was unsure how to do this. His partner was claiming Carers Allowance and was concerned that this would have an effect on his PIP claim.

CAB4 Carers gave advice and helped complete the relevant forms on PIP and what he needed to do next. He was also advised on any issues that could arise in regards to the Carers Allowance claim.

After many weeks Mr X was happy to hear that his son did not need to attend an assessment due to the clear complexities of his condition. He was even happier to hear that the supporting information and form enabled the Department of Work and Pensions to make a decision straight away. The DWP awarded the enhanced rate for both components of PIP for 10 years. This is equal to £77,000 over 10 years. Mr X said he was over the moon and that we had relieved so much stress and anxiety for him and his family.

### **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 CCTMUHB, there is a Carers Co-ordinator who:

- Attends public (currently virtual) events such as the Health & Wellbeing Month.
- Produces promotional materials and merchandise.
- Attends Senior Nurse meetings to discuss the role of a Carer.
- Organises the annual Carers conference
- Attends Nurse Induction sessions for all new nurses joining CTMUHB.

The CTM Carers Co-ordinator has continued to send Carers Champions based in the GP practices information to inform them of any relevant and timely Carers information.

#### **Carers Conference**

Due to the Coronavirus pandemic there was no Carers conference in 2020. This is an event we hope to achieve in 2021/22.

#### **Awareness Sessions**

During the pandemic CTMUHB and partners have continued to make progress in raising the awareness of Carers of all ages. This has been done through social media and press releases.

#### **Cwm Taf Morgannwg Intranet/internet page**

CTMUHB 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 a high number of Carers and promote the CTMUHB Staff Carers Policy.

CTMUHB also played an integral part in raising awareness of the Covid Vaccine for Carers across our region through information on webpages, social media and fielding telephone calls from Carers.

### **GP Support Officers (GPSO)**

In Merthyr Tydfil Primary Care Cluster they have GP Support Officers (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. 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 and will make referrals to Merthyr Tydfil CBC 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.

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

### **AGORED Cymru**

The CTM Carers Co-ordinator encourages GP practices to enrol on the Carer Awareness AGORED Cymru training course. The course is a tool which GP practices can access to develop their awareness of Carers and how they can be supported within the community.

During the pandemic, and for the safety of staff and visitors the Carers Co-ordinator was unable to visit GP practices and continue training. Discussions have already taken place in how best this can be undertaken and we would expect this training to continue in the near future.

Regular updates are posted on social media and internally to inform Carers what is available to them, there is also a designated Carers page in the internet which provides information for staff who are 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 CTM Carers Co-ordinator will continue to reinvigorate and recruit Carers Champions in 2021/22.

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. These are available to all GP surgeries across the region.

### **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 their Carers Champion is. Relevant information has continued to be disseminated throughout the pandemic.



## **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 key personal in Primary Care to promote good practice by using case studies of the Carer related work being undertaken in GP surgeries across CTM.

What are the tangible outcomes for carers?

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

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 has a designated Carer Champion who 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 their Carer Champion is for their surgery.

The CTMUHB Carer's Co-ordinator also sends timely and relevant 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 CTMUHB Carer Co-ordinator 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**

During the pandemic resources were utilised to support the pressures faced by the NHS. The CTMUHB Carers Co-ordinator has built strong working relationships within the acute general hospitals offering advice, support and information to Carers who could be staff members and signposting to support organisations. Links with Carer Champions were upheld informing them of any Carer related announcements.

Building on the success of the Carers Hospital Project run by Citizen Advice Merthyr Tydfil (CAB) in 2019-20, plans were put in place to further our engagement on hospital wards. Meeting with the Head of Nursing at Prince Charles Hospital, it was agreed CAB would have weekly access to two hospital wards. This would enable Carers to be identified on admission and identify barriers that would threaten a timely discharge.

The pandemic has for now halted this project but we continue to work with CAB in readiness to resume once safe to do so.

Please explain:

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

By increasing our engagement network we have been able to establish good working partnerships with more departments within Local Authorities and other third sector organisations.

For young Carers we are working in partnership with Barnardos and Public Health Wales 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 raised awareness of Carers of all ages on our social media platforms. This was in place of the information stands in each of our general hospitals with third sector organisations that would have normally been held. These information stalls enable our partners to promote their services to Carers.

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 (2019-20) and the remainder are continuing with the AGORED course. No members of staff completed the training course in 2020-21 but have continued the course so will complete in the coming months. 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 them further and increase nominations for this course.

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.

We received this case study from the Citizen Advice Bureau Merthyr Tydfil's Carers Hospital Discharge Project called "CAB4Carers":

Mr X called the CAB4Carers adviser for advice in regards to his benefit situation. He is a carer for his daughter who has complex needs and until recently, was working part time. This created severe anxiety for Mr X as he was worried about how this would affect his life and caring responsibilities for his daughter. Unsure what to do next, he was already claiming Child Tax Credit and Working Tax Credit and knew that the Working Tax Credit would come to an end as he was no longer working. Mr X sought advice to see if there was anything he could claim.

The CAB4Carers adviser assessed Mr X's financial and personal situation. It was established that he could make a claim to Universal Credit. He received specialist advice in regards to the claim and how much he could expect to receive. He was also advised on Council Tax Reduction and Carers Allowance. He would now be able to claim over £1,250 of Universal Credit per month. This equates to over £15,000 of secured income a year. Mr X was so grateful - he said with our help, he is now better able to care for his daughter.

**Specific questions to be addressed:**

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

CTM 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. It is hoped that clinical staff can take an holistic approach, where Carers are involved, in supporting the service user to go home. There are 4 members of the Stay Well @ Home staff currently undertaking the AGORED training.

Normally, the CTMUHB Carers Co-ordinator delivers Carer Aware training to graduate nurses on a regular basis but this was not possible over 2020-21 due to the pandemic. There is an online Carer Aware e-learning package which all staff are encouraged 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.

We continue to make the links with other projects being run from the hospital setting, such as Care & Repair and Age Connects Morgannwg.

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?

Further to the information on page 3, to date CAB4Carers hospital discharge service have signposted to 178 Carers to services provided by either Local Authority or Third Sector. In total, the CAB4Carers project have dealt directly with 315 Carer related queries.