

# Carers Information and Consultation Strategy

Annual progress report - May 2015

# Introduction

This document sets out the annual report for 2014/15 of the Cardiff and Vale Carers Measure Working Group regarding progress towards implementation of the Carers Strategy (Wales) Measure 2010. The report covers work undertaken from May 2014 up to the end of April 2015.

Following the publication in January 2012 of the Carers Strategies (Wales) Measure 2010, Cardiff and Vale UHB worked in partnership with the Vale of Glamorgan Council, Cardiff Council, voluntary organisations and carers themselves to develop a local Carers Information and Consultation Strategy.

The Strategy document, 'Partners in Care' was published in January 2013 and built upon the work already undertaken by both local authorities to identify the needs of carers, through carer events, assessments, workshops and conferences. The Strategy complements three key documents:

- Cardiff Carers Strategy 2010 - 2014
- Cardiff Young Carers Strategy 2011 - 2015
- Vale of Glamorgan Carers Strategy 2008 - 2011

In 2014 the Interim Carers' Action Plan 2014 – 2015 was commissioned by the Cardiff and Vale Carers Planning and Strategy Group. This is the first action plan that has been developed and agreed in partnership between City of Cardiff Council, the Vale of Glamorgan Council, and Cardiff and Vale University Health Board.

The Action Plan builds on the work that is already well established, driven by the Carers Information and Consultation Strategy 2012-2015. By working together at a strategic level, the Cardiff and Vale Carers Planning and Strategy Group aim to show the continuing commitment to carers. The anticipation is that this joint approach will enable more seamless care and support for carers as they move across health and social care services.

In practice this means working towards ensuring that all carers are identified as early as possible, that they are able to participate in key decisions about the person they care for, and that they receive the support and information they need in a timely way.

Much of the activity has focused on the Health Board and its staff, patients and their carers, however this has and continues to be carried with the support of, and in collaboration with, all its partners.

During 2015 work will take place on developing a longer term strategy which reflects the changes in legislation that will take effect from April 2016.

# Background

The most recent census took place in 2011 and recorded 50,580 carers in Cardiff and the Vale of Glamorgan (a 12% rise in the last 10 years).

The figure for young carers was 11,555 for the whole of Wales. Approximately 1579 people identified themselves as young carers within Cardiff and the Vale of Glamorgan. However, this is recognised as being a low estimate of the actual number of young carers.

In August 2014 Carers Wales undertook the 'National State of Caring Survey' of 308 carers which provided a snapshot of the experiences of carers in Wales. The survey focused on the support that was being provided for carers and their involvement in decision making, for the person they cared for. Using data collected from this survey Public Health Wales was able to extract the relevant information and create a localised report for the Cardiff and Vale area. The survey excluded young carers and their issues have been addressed in other ways. The survey questions covered:

- Age of carer
- Number of caring hours provided
- The care provided
- Access to information
- Involvement in decision making

The information gained from the survey helped to highlight the areas of concern and influence work plans within the Health Board, Cardiff and the Vale of Glamorgan Local Authorities and Third Sector partners.

A sample of the results included the following:

- 79% of carers do not receive carers allowance
- 83% have never been offered a carers assessment
- 62% were not registered as a carer with their GP
- 73% had not been assessed by Social Services in the last 12 months

- 75% said that they had not received any information from Health, local authorities, social services or voluntary organisations in the last 12 months.
- However, of those that had received information 50% found it very helpful and 34% fairly helpful.

When carers were asked if they felt involved in decisions that affect them or the person they care for:

- 67% felt involved in the development of social care plans for the people they cared for.
- 68% of carers said that they were involved in the discharge of the patient they cared for, which is an increase from 52% in 2011.

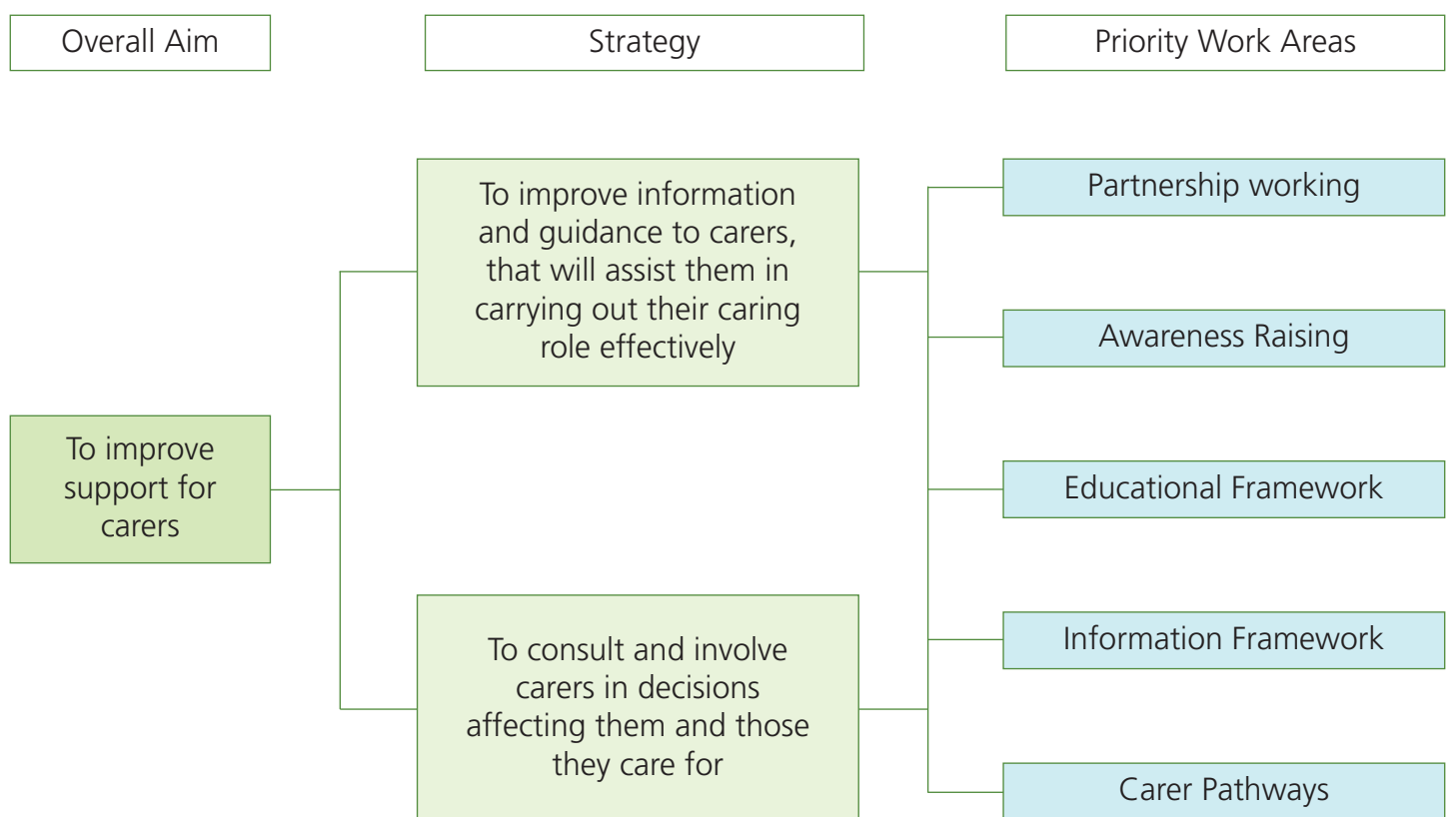
It is hoped the work undertaken by Cardiff and Vale UHB, Cardiff and the Vale of Glamorgan Local Authorities and Third Sector partners discussed in this report goes towards addressing some of the short comings carers have raised in the 'State of Caring Survey.'

The Carers Measure Working group meets bi-monthly, aiming to drive forward the action plans and oversee progress and will now consider what changes need to be made to the action plans in light of the survey result.

Funding has been provided by Welsh Government to facilitate delivery of the strategy. In Cardiff and Vale University Health Board the main investment to date has been in the development of a facilitator post that provides dedicated time to support and develop awareness of carers' issues, to be responsible for the integration of Carers training into current programmes and ensure information is available for carers.

The role also provides for improved support mechanisms for carers, and for staff dealing with carers issues as well as creating and maintaining links with a wide range of internal and external stakeholders.

The strategy identifies five linked programmes of work to deliver the aims of the Measure as illustrated below:



# Work stream progress

## Partnership Working

The initial aim of this work stream was to ensure cross organisational, cross sector, collaboration in the planning and delivery of support for carers of all ages. Partnership working at a strategic level across public and Third Sector bodies has been embedded by the Carers Strategy and Planning Group. This group comprises of Councillors from both Local Authorities and the Independent Member Carers Champion from the Health Board. Representatives from the voluntary sector in Cardiff and the Vale of Glamorgan are also represented together with officers from the Health Board, Local Authorities and a carer.

The Glamorgan Voluntary Services (GVS) facilitates the Cardiff and Vale Carers Support and Information Network Group (CSING). This brings together a wide range of partners from the Third Sector and health and social care. The group meets four times a year and includes presentations from partners, such as an update from Marie Curie Cancer Care on the establishment of a carer's cafe in Penarth. CSING also informs the Cardiff and Vale Carers Strategy and Planning Group.

The Health and Social Care Facilitators in GVS and Cardiff Third Sector Council (C3SC) attend the Carers Measure Group and the Carers Strategy and Planning Group and disseminate information to the wider Third Sector via Health and Social Care Networks.

## Year 2 Partnership Working – Progress

The Interim Carers' Action Plan developed between Cardiff and Vale UHB, Cardiff and the Vale of Glamorgan Councils drives forward the Carers' agenda. This section provides some examples of current partnership working between the statutory organisations along with the third sector.

- In November 2014 Cardiff and Vale UHB worked in partnership with Hafal at an 'Information Day' at the Cardiff Story Museum. This day was for families, friends and carers who support someone with mental illness.
- Cardiff and Vale UHB are working in partnership with the Alzheimer's Society to develop a Carers Education Pathway in Mental Health.

- A more outcome-focussed, joint Vale and Cardiff Carers Assessment form has been developed by Cardiff and Vale of Glamorgan Councils to be used across all social care teams.
- The Carers Handbook was updated in January 2015 and is included in the latest carer information packs.
- A Manual Handling Task Group comprising relevant professionals from within Cardiff and Vale UHB, Local Authorities and Voluntary sector met during 2014 to discuss how best to address manual handling issues for 'informal' carers and provide them with the training they need. From these discussions all partners worked together to develop a range of clear and practical information materials for carers.
- The Caring Times is the Vale of Glamorgan Council's quarterly newsletter for carers; this has seen increased circulation both for carers, Providers and the Third Sector. City of Cardiff Council Health & Social Care Dept have started to produce a quarterly newsletter called Carers Connect. Each edition promotes a third sector organisation who support carers.
- A Young Carers Awareness e-learning module was developed in June 2014 and has been made available to staff in the Cardiff Council and the Vale of Glamorgan Council.
- The joint strategic Carers Strategy and Planning Group continues to meet regularly involving the Vale of Glamorgan and Cardiff Local Authorities, Cardiff and Vale UHB, Cardiff Third Sector Council and Glamorgan Voluntary Services.
- Two temporary Carer Support Officers were appointed during 2014, reporting to the Local Authorities. These pilot roles have been funded through the Carers Measure monies. The postholders work closely with staff with the aim of providing support and signposting for carers in a hospital setting. In relation to in-patients the aim is that their input will help facilitate a smooth discharge into the community. They are able to undertake Carers Assessments and for the period of

this report May 2014 to April 2015, they have collectively seen 258 carers and patients. Level of support provided will vary from information provision to completing a Carers Assessment and providing services.

- The Cardiff and Vale of Glamorgan Community Health Council has facilitated a number of Older Person Mental Health Carers Groups. These groups enable carers to raise their concerns or positive experiences with staff from the Mental Health Directorate in an open forum.
- In October 2014 Patient Experience Carers Facilitator took part in a Dementia Care Symposium. The symposium was organised to bring together people from different Clinical Boards to consider all aspects of caring for people with different degrees of cognitive impairment. There were many themes discussed, with positive actions and outcomes for patients anticipated.



### Symposium Feedback

Some of those outcomes included:

- Patients and relatives at the centre of all we do and benefit from a simple pathway document.
- Professionals described a need for simple sign-posting that staff could use to direct patients and carers when they come into contact with them in their service.
- MHSOP liaison services should be more widely publicised throughout the UHB.
- Better training in order to improve the experience of patients with cognitive impairment.

- Each of the 108 Community Pharmacies across Cardiff and Vale have received 3 carer information packs each to be displayed at their till points. If pharmacies require further packs they are able to reorder packs when necessary from Cardiff and Vale UHB Patient Experience team.

## Case Study - Carers Support Officer, UHW

A carer in her late 80s was in hospital recovering from major abdominal surgery. The surgery she had undergone had left her more vulnerable, and with her own health needs having to be considered as well as the cared for, she will need to be carefully monitored due to the type of surgery undertaken.

She has been a carer for her husband, also in his late 80s, for over five years. Her husband suffers many health problems, including breathing difficulties and requires help to carry out daily tasks, such as dressing, washing, taking medication and meals. Both the carer and her husband have always coped and she has carried out as much of his care as she could along with help from elderly relatives. However, she is no longer able to carry out the care.

The couple live in a one bedroom property. The husband's health care needs require him to have a specially adaptable and adjustable bed to accommodate the equipment he needs. This has meant that the carer has been sleeping on a sofa bed in the living room for years. After recent surgery she is having difficulty dressing herself, needs a walking aid to return home and is struggling to meet her own needs.

Following a carer's assessment, a referral was made to the housing resettlement team, and the couple are now on the waiting list for suitable retirement accommodation, where they could either share a bedroom or have a bedroom each.



# Work stream progress

## Awareness Raising

In order to provide the right level of support and information to carers it is important that all healthcare staff and carers themselves are aware of who carers are, what they do, their rights, their needs and how they can be supported. Awareness raising helps to support early identification of carers at all stages of their caring role.

At a strategic level, the Cardiff and Vale UHB Carers' Champion ensures that carers' interests and issues are highlighted at Board meetings and at other Board Committees.

The working group agreed, at an early stage, an awareness-raising framework. This identified key stakeholders and has monitored progress with engagement against this plan. The stakeholders include the NHS, local authorities and Third Sector staff, patients, carers and the general public. Key methods of awareness-raising were identified, including the media, local and national carers events, meeting with carers groups and a range of organisations and internet and intranet site.

## Year 2 Awareness Raising Progress

- During Carers Week 2014 several events were organised in partnership between Cardiff and Vale UHB, Cardiff Council and the Vale of Glamorgan Council. The purpose of the events was to provide carers with advice and information. This included welfare benefits and allowances, along side health advice, stress control management workshops and health checks. It was also an opportunity for professionals and service providers to network and share information. In total 34 different service providers supported the events across Cardiff and



the Vale of Glamorgan, hosting stalls and providing information and advice.

- In total **113** carers attended across all of the events, many of these were new to their caring roles.
- 28 attended Welfare and Benefits Workshops.
- 17 attended Stress Control Workshops.
- 68 attended across the three Information Roadshows.

A number of carers had meaningful 15-20 minute conversations with the Carer Support Officers (CSO) and relevant providers about their caring situations. During these conversations the CSOs, and other providers, were able to offer practical advice with regards to benefits, keeping healthy and sign post carers if they needed further information.

Two Information Roadshows were held at Barry YMCA and Cardiff Star Centre and a third Roadshow was held at the Copthorne Hotel, Culverhouse Cross. Each of three Information Roadshows were drop in events with no booking required. The Roadshows provided an opportunity to obtain information from a range of organisations and provide a good opportunity to meet other carers who are in similar situations. These events were open to Carers living in Cardiff or the Vale of Glamorgan.

- Carers were also offered the opportunity to have health checks at the third Roadshow held at the Copthorne Hotel, Culverhouse Cross, with checks for;
  - o Blood glucose testing
  - o Cholesterol
  - o Blood pressure
  - o BMI (height and weight)
  - o Oral hygiene.

A total of 35 people, participated in this health screening.



Carers Week 2014 Cardiff City Stadium

Stress Control and Benefits and Allowances Workshops were also held during Carers Week at the Cardiff City Stadium, with a total of 45 people attending these workshops.

## Feedback

*A carer who attended both workshops was full of praise for the event saying that 'she gained so much useful information and met many lovely carers.' The location was new to her and she was delighted to discover the shopping facilities on site. She is also grateful to have the opportunity to get out and socialise when she is herself recovering from Cancer.*

*'I just want to thank your team for the open evening in the Copthorne Cardiff; I found it very useful even though I work with you all. I especially was very pleased to have a health check, this showed up areas of my health I need to deal with.'*

- Events were also organised for Carers Rights Day in November 2014: Cardiff Council and Vale of Glamorgan Council held a series of joint stands at UHW, University Hospital Llandough and Barry Hospital. City of Cardiff Council also had information stands at two of their Community Hubs.

During the events 86 people were seen; including carers and staff.



Carers Rights Day 2014 Barry

Practical help and advice was given to majority of those 86, with several follow up calls provided. Carers were signposted to other organisations, as well as being offered practical advice.

Of the 86 carers and staff seen over a 100 carers packs were given out, which contained the A-Z, Carers Handbook, Carers Rights leaflets and three Carers Factsheets. Many ward staff taking carers packs to distribute to patients and families.

- University Hospital Llandough (UHL) Rehabilitation Day Hospital holds a Parkinson's disease Service. This service provides ongoing Multi Disciplinary assessment, treatment and support for people with Parkinson's and their carer's. Part of this service includes a Carers day where the both the patient and carer are invited to spend an interactive day with the full Day Hospital team. The team consists of Nurses, Doctors, Physiotherapists, Occupational therapists, Speech therapists and Parkinson's Nurse Specialists. The team also includes representatives from the Patient Experience team and Parkinson's UK. Throughout the day carers were able to access advice and information from the health professionals about all aspects of Parkinson's, and caring for people with Parkinson's.
- The Cardiff and Vale UHB Intranet and Internet sites have been developed and utilised over the last twelve months to highlight carers' issues. In January 2015 a new look Cardiff and Vale UHB Internet site went live. From January 2015 until the end of April 2015 the Carers pages have been viewed **4683** times.



Cardiff and Vale UHB Internet Site – Carers Page



# Work stream progress

- The Patient Experience Team regularly provides articles to Local Authority and Third Sector partner newsletters.
- Carer issues have been the subject of ongoing discussion at ward level, with the Patient Experience Facilitator and Carers Support Officer visiting regularly. There are also plan to revisit the Senior Nurse Forums during 2015.
- In March 2015 the sixth annual Minorities Ethnic Communities Health Fair was held at Cardiff City Stadium. This event recognises the health needs of carers in minority ethnic communities. It was well attended with 47 service providers hosting stalls, providing advice and information. there were also 70 Carers packs distributed.



*MEC Fair Cardiff City Stadium 2015*

- Caring Times, the Vale of Glamorgan's quarterly bi-lingual newsletter for carers is made available to individual carers, Third Sector, health sector and schools and the Patient Experience team regularly contributes articles.
- City of Cardiff Health & Social Care started a quarterly bi-lingual newsletter that is sent out to all carers on their social care database (currently at 1,725) and to all Community Hubs.
- The Vale of Glamorgan Council has also redesigned its carers internet pages. These contain information on welfare, training, links to key websites and a notice board.

- The Vale of Glamorgan Council Carers Development Officer has linked in with the Memory Team at the University Hospital Llandough, Morfa Day Unit at Barry Hospital, Care and Repair, Children's Services Team, Families Achieving Change Together, Penarth Job Centre and Pupil Support Service. Additionally the Vale of Glamorgan Council has had stands at events such as the Benefits Roadshow and World Mental Health Day.
- The Vale of Glamorgan Council Carers Development Officer also attended the provision of services at the Alzheimer's Societies Carers Information Programme.
- GVS has continued to update the online Cardiff and Vale Carers Directory; a directory of Third Sector, and other services for carers. The printed Directory has been circulated to all GPs, pharmacists, community resource teams and other health and social care staff.
- The Health and Social Care Facilitators have worked with the Cardiff and Vale UHB Patient Experience Facilitator Carers to identify existing carers' forums in Cardiff and Vale with the aim of improving engagement with carers and identify gaps.
- In Cardiff, the Health & Social Care Department has worked with the 6 Community Hubs to have a specific area called Carers Information Corners where carers can come along and pick up information on carers services.



*Co-creating Healthy Change 2015*

## Case Study

The Community Ambassador project is part of the Co-Creating Healthy Change – Lottery funded project. The CA project is all about helping local people know about, have access to, benefit from and influence services which could help improve physical and mental health. The project coordinator met the Patient Experience Facilitator at a stall in a Diverse Cymru event in County Hall. Many of the volunteer Community Ambassadors are – or know carers and were really pleased when the Patient Experience Facilitator offered to attend their monthly ‘Meet the Service Provider’ forum meeting. Feedback from those attended was that the information provided both verbally and in the carers pack was very informative. The CA’s were planning an event called New Year Financial Fitness and were delighted when the Patient Experience Facilitator offered to have a stall at the event to inform carers of any possible financial help available, the community found this really useful. The CA’s now share the information they have learned with their community networks.

- The Health and Social Care Facilitators have worked closely with the Patient Experience Team to facilitate Third Sector input to the development of the Information and Support Centre at the UHL based on the success of the Macmillan Centre at UHW. UHL is regularly manned by Third Sector partners, the Carer Support Officer, Cardiff and Vale UHB Volunteers. The centre is managed by members of the Patient Experience Team. Carers are able to drop into the Centres for up to date information and advice and can be signposted on to relevant services, if required.
- The Carers Support Officer for UHW has worked with the Patient Experience Team to hold a monthly stand in the UHW concourse to promote carers services and provide advice and information.

## Education and Training Framework

A three level training framework has been developed for staff and carers. Work has progressed with level 1 and 2, with level 3 progress anticipated during 2015 /2016.

### Level 1 Carer Aware

This programme is aimed at all staff in Cardiff and Vale UHB, Local Authority, Third Sector staff and volunteers, and contractors who have an interest in carers’ issues.

Outcomes of the programme are to enable staff to:

- Define what is a carer is
- Understand carers rights
- Identify and recognise carers issues
- Signpost to support and information accordingly

The course is delivered as part of induction/mandatory training, integrated into other training opportunities across all sectors of the Health Board including primary care settings and delivered through e-learning, and/or a PowerPoint presentation.

### Level 2 Carer Identification and Support

This programme is targeted at qualified staff from all disciplines in Cardiff and Vale UHB, Third Sector managers and relevant independent contractors.

The aim of the programme is to:

- Ensure staff are able to signpost or provide information
- Involve carers in relation to ongoing care/discharge planning care issues
- Signpost carers to education and training such as:
  - o Safe manual handling
  - o Assistance with eating and drinking
  - o Hygiene assistance
  - o Administering Medicines

The programme is delivered by Cardiff and Vale UHB trainers and others, including Third Sector staff via classroom based programmes, integrated into existing work streams or other programmes and via e-learning.

# Work stream progress

## Level 3 Complex Needs and Caring

This programme is for staff who are working closely with people who are undertaking complex caring roles, and builds on level 1 and 2. Cardiff and Vale UHB will be working on this programme during 2015 and into 2016.

## Caring for Carers

Consideration is being given to how the training needs of carers themselves can be addressed. The content of the programme may include issues such as manual handling, nutrition and hydration, skin care, self care and welfare rights.

## Year 2 Education and Training Progress

- Carers Measure training continues and includes; Corporate Induction, Senior Medical Staff Induction, pre registered nursing staff, RCN Clinical Leaders programme, Empowering Ward Sisters / Charge Nurses programme, Ward forums, departmental team meetings, various Carers Support Groups and Information Fairs.



*Mental Health Training Board*

- Since May 2014 306 Pre-Registration Adult Student Nurses have received Carers Measure training. (April 2015) A student nurse said;

*We really appreciated the presentation, you made it engaging and we found it valuable'.*

- All newly recruited Cardiff and Vale UHB staff receive a short training session on carers and their needs/rights as part of their induction, since November 2013 this now includes Senior Medical Staff Induction. From May 2014 to April 2015 282 staff have taken part in these sessions.

- In June 2014 specific tailored carer awareness training was made available for three specific Psychiatric Intensive Care wards at Whitchurch Hospital; East 3, East 2a and East 5a. The training specifically looked at Mental Health issues staff may encounter when engaging with a carer.
- In July and August 2014 four carer awareness training sessions we delivered to 22 staff on the Paediatric Intensive Care ward at UHW.
- Carer awareness sessions were also delivered to District Nursing Team Leaders Forums during the period of this report.
- During the period of this report approximately 1563 staff and Carers have been educated and trained about the issues carers face and their rights under the Carers Measure. This training includes newly recruited Cardiff and Vale UHB staff, pre registered nursing staff, RCN Clinical Leaders programme, ward forums, Health Care Support Workers, departmental team meetings, various Carers Support Groups and Information Fairs.
- In September 2014 the e-learning programme that gives carers a range of practical techniques and guidance in managing their levels of stress, was promoted to audience of 40 senior healthcare staff at an International Digital Healthcare Congress at the Kings Fund in London. For the period of this report the site has been viewed 532 times with 407 registered users.



Glamorgan, with the intention of making this information more widely available to carers and to explore the possibility of gaining accreditation.

- Carers training have been added to the Vale of Glamorgan's Council's Social Care Training Portal website, which expands the range of courses available to carers. Such training includes: manual handling, first aid awareness and Telecare awareness.
- Carers training has been developed specifically tailored for Cardiology, Psychology and Mental Health areas within Cardiff and Vale UHB.
- City of Cardiff Council, supported through their Training Department, started to provide manual handling training to carers.
- At the joint stands at UHW, University Hospital Llandough and Barry Hospital during Carers Rights Day in November 2014, six requests were received to attend wards and clinic areas to hold Carer education sessions for staff.

## Information Framework

Cardiff and Vale University Health Board understands the value of providing carers with relevant and up to date information. By providing good quality information for carers we can help to raise awareness of their entitlements, and the services available to support them.

Carers were asked what information they would like to access, e.g. benefits and allowances, legal, support groups. This feedback helped inform the types of information provided in the Information and Support Centres. Both the Centres at UHW and UHL continue to provide an ongoing opportunity for communication with patients and carers.

The need was reinforced during the Carers Wales 'State of Caring' survey (2014) which highlighted that 75% of carers, within Cardiff and Vale of Glamorgan, had reported not receiving any information from support services during the 12 months. Such a high percentage was concerning so the priority was to work with our

Local Authority and Third Sector partners, to build on the work achieved in year one. Alongside this, mechanisms have been put into place to try and address the issue. Cardiff and Vale UHB work closely with our partners in Cardiff Council and the Vale of Glamorgan Council, attending regular Communities initiatives, and events in the community, also hosting regular stands at hospitals in Cardiff and Vale UHB. Cardiff and Vale UHB also have leaflet racks in most clinics and outpatient areas.

## Year 2 Progress

- Cardiff and Vale UHB, Cardiff Council and the Vale of Glamorgan Council held a stall at the Dementia Supportive Communities initiative in Barry and the event was attended by the Mayor of the Vale of Glamorgan Council.
- A regular stand is held at the concourse in UHW. The purpose is to engage with carers and to provide information and support and also to ensure staff are more aware of carers and their needs. The stall is manned by one of the carer's leads from the Patient Experience Team, the UHW Carers Support Officer and relevant professionals from within Cardiff and Vale UHB, for example the Continence and Manual Handling Teams. There has also been support from external organisations such as Bipolar UK. To date 226 staff and carers have visited the stall, again resulting in eight referral to the Carer's Support Officer and three completed carers assessments.
- In October 2014 Vale of Glamorgan council attended a Networking event at the Memorial Hall in Barry for providers working in the Vale with children, young people and families. Those attending included: Communities First, Flying Start, the Library Service, the Youth Service, Police School Liaison, Play and Sports Services and Health Schools Network.



*Stand Concourse UHW*



# Work stream progress

- During the period of this report Carer Support Officers and the Patient Experience Facilitator have worked collaboratively to attend various meetings in support of the Carers Agenda. Meetings include Nexus and the Managers Forum at the University Hospital Llandough.
- The GVS Health and Social Care Facilitator have been working with the Barry GP Cluster to establish a Third Sector Champion role in each practice; improving links. This work includes Third Sector information stands in surgeries and provision of comprehensive information for patients and carers.
- Volunteers at University Llandough Hospital ensure carers leaflet racks are fully stocked and contain the most relevant and up to date information. The Patient Experience Team are putting processes into place to ensure that all staff members are aware of who to contact when leaflets need to be replenished.
- Since January, work continues with the Community Ambassador Groups; with the Cardiff and Vale UHB Patient Experience Facilitator attending two events and a meeting of the Taff's Disability Awareness Group in Cardiff.
- The Patient Experience Facilitator has provided support at Marie Curie's Hospice in Penarth in hosting a new Carers' Café for people caring for someone with a terminal illness, which opened on the 3rd March 2015. The new Carers' Café sessions provide the opportunity for carers to meet in an informal setting and also have refreshments. A visit by the Patient Experience Facilitator in April 2015 supported 13 carers and their families.
- Cardiff and Vale UHB and local authorities have developed an active GP Carer Champions network. The network currently has 49 members (out of 66 Practices in Cardiff and the Vale of Glamorgan) and helps to facilitate positive working relationships between these practices. The Patient Experience Facilitator and the Vale's Carer Development Officer meet with the Carers Champions twice-yearly providing information resources to enable them to share good practice within their workplaces. In the Vale of Glamorgan GP surgeries, carers information is displayed on designated notice boards.
- Cardiff and Vale UHB in partnership with both Cardiff and the Vale of Glamorgan Councils are in the process of developing a GP Accreditation Scheme. The scheme will have a list of criteria that GP practices will need to achieve to obtain accreditation for supporting carers and their families. When the GP Accreditation Scheme becomes live GP Surgeries, who take part, will be assessed and those meeting criteria will be awarded a Bronze certificate. The surgeries will then be able to work towards gaining the Silver award.
- Since January 2014 a Tenovus Cancer care Cancer Support Advisor has been available at UHW, providing weekly drop-in and appointment sessions. The Cancer Support Advisor is able to provide welfare benefits advice to anyone who has been affected by cancer and can enable the patient or carer to access additional Tenovus services. These additional services can include counselling, nurse call back service and signposting to local choirs.
- The QR code was developed to guide users directly to the Vale of Glamorgan's carers website containing relevant up to date information. The code continues to be utilised on all carers' information, most recently on the new patient feedback leaflets.

## Case Study

A carer for her son who is 16 years old has been diagnosed with acute lymphoblastic leukaemia. He has been having intensive chemotherapy treatment and has been very unwell. Most of the time her son is so ill that he is unable to be left on his own and relies completely on his family for care and for supervision. This has meant that mum has been unable to work for over six months now. Tenovus Cancer Care has advised the carer on the welfare benefits that she is entitled to at present and we are currently assisting her and her son in an appeal so that he can claim Personal Independence Payments and she can claim Carer's Allowance for looking after him.



- Work has taken place with Housing and Welfare Departments in local authorities to promote carers rights to benefits to encourage better take-up of benefits.
- Cardiff and Vale UHB operates a Medicines Helpline, which is designed to answer questions from patients who have recently been discharged who have outstanding questions regarding their medication. This service is also available to carers and has had positive feedback from those who have utilised the service. The Pharmacy team are developing a promotional strategy to increase awareness of the service.
- Following discharge, patients can also use a Discharge Medication Review service. The community pharmacy is able to reconcile a copy of the discharge summary against the GPs first prescription after discharge.
- As an outcome of the partnering working of the Manual Handling Task Group a number of documents were created to aid 'informal' carers. The documents were created to give simple and practical advice on manual handling, equipment and support services, these included:

- Universal Observational Task sheet to record that staff have witnessed carers undertaking manual handling after being instructed on its use.



### Pictorial Information Sheets

- Equipment Algorithm To help identify correctly which organisation provides equipment
- Training Algorithm to help identify the correct sources of training for staff and carers
- Pictorial information sheets simple guides to be given to Carers who have received instruction on manual handling to back up their learning.

- Bi-Fold factsheet of Information in English and Welsh information leaflet to signpost carers to sources of help in regard to manual handling

## Case Study

A gentleman whose wife has been diagnosed with a brain tumour was very unwell and unfortunately terminally ill. The husband was her main carer had left work to spend time with his wife during her final months. When the gentleman attended Tenovus Cancer Care his only income was his wife's Personal Independence Payments. Tenovus Cancer Care was able to assist them to claim Employment and Support and Carer's Allowances which meant that their income increased significantly each week. They have also been able to provide the wife with Tenovus counselling support and signposted to the nurse call-back service for additional support they may require.

- GVS has continued to update the web-based Directory of Services for Carers, ensuring that new services are added and amendments made as necessary.
- Until August 2014 the Carers UK (Cardiff Branch) provided a monthly newsletter to disseminate information on the Carers Measure. They also held a monthly information stall in the concourse of UHW to pass on information to staff and carers. The Cardiff Branch has since closed due to members preference for communicating by virtual means such as Skype.
- An Editorial Review Panel has been established giving patients and carers the opportunity to comment on Patient Information before they are published. Panel members are required to have good literacy skills, a broad interest in health and in improving the quality of NHS patient information. The virtual panel currently has over 20 members with the aim to increase over the coming months.

# Work stream progress

## Editorial Panel Feedback

*Please would you convey my thanks to the panel for taking the time to consider the draft Patient Reported Experience Measure and put forward their recommendations. Their contribution is very much valued and will be considered in preparing the final draft."*

- The new 'How are we Doing?' leaflet has been launched and is being distributed to all wards, out-patient departments and other clinical areas as well as community settings. The leaflet clearly sets out for patients and carers the ways in which they can provide feedback on the services we provide.



- The new patient, carers, families Information Folders are currently in the final stages of development. The folders contain useful information for patients, carers and visitors and will be kept in wall mounted holders placed near bed areas on the Wards. A variety of information will be included. This will range from what to expect while in hospital, how to keep well during your stay and ward information to hospital facilities, discharge processes and how to feed back on your experiences. Approximately 600 folders will be distributed across wards on all of the Cardiff and Vale UHB hospital sites.

## Carers Pathway

The Strategy recognises that early identification of carers is a key part of improving the provision of support and information for carers and is more likely to ensure that they are involved in decisions about those they care for. Clear pathways will support Cardiff and Vale UHB staff to do this. However, it is recognised that the majority of first contacts with health services are with General Practice and as indicated above taken positive steps have been taken to address this.

The GMS Quality Outcomes Framework (QOF) - Practice Management Indicator 9 indicator relating to carers, has been removed, but work with GP Carers champions continues. Working with practices across Cardiff and the Vale of Glamorgan offers the opportunity to share good practice, to influence practices to take replicate exemplars, and to develop a relationship between both areas of care and Local Authorities.

The GVS Health and Social Care Facilitators have been working with the Barry GP Cluster to establish a Third Sector Champion role in each practice. They will work with the Facilitator to improve links with the Third Sector. This includes Third Sector Information stands in surgeries and provision of comprehensive information for patients and carers.

## Year 2 Carers Pathways Progress

- Carers feedback on the Integrated Assessment document was sought and this feedback influenced the final document. This document ensures carers have the necessary early provision of relevant information and support in a way that is timely, for example Carers Assessment.

## Young Carers

- In July 2014, in partnership with the National Museum, a week of arts and craft workshops and a Family Fun Day for young carers provided an opportunity to engage with a number of young carers. In total thirty one young carers attended the workshops and around fifteen visited the information stands on the Family Day. The events provided information on health and wellbeing as well as signposting the young carers to sources of support.



### Family Fun Day for young carers 2014

- In August 2014 Children took part in many activities, including making play dough, face painting, and petting animals provided by the Nearly Wild Show. Young people from Local Motion Dance gave a performance and the Teen Scheme choir. The day was aimed at families who have children with additional needs, and over twenty disability organisations were available to provide information and advice about their services in the Vale of Glamorgan.

- A presentation was given by Debra Thomas (AFC) to the Vale of Glamorgan Special Education Needs Co-ordinators (SENCOs) who are attached to various schools across the Vale of Glamorgan. Forty separate SENCOs, from a mixture of Primary and Secondary Schools, attended this Meeting on 11 June 2014. As result of this talk, more SENCOs were aware of the Vale Young Carers Project as well as the role of the Vale's Carers' Development Officer (CDO). In future months several enquiries were received, both by AFC and the CDO
- A Young Carers Family Fun Day held in Llantwit Major during March 2015, in partnership with the Vale of Glamorgan Play Development and Disability Sports teams, the Parents Federation and Cardiff YMCA. There were various local Third Sector organisations present and it is the first time an event like this has been run in the Western Vale. A total of 30 people attended on the day, including 5 brought by the Vale's Young Carers Project run by YMCA. At the Young Carers Family Fun Day people had an opportunity to talk to stall holders and find out about local services of interest.
- The Vale of Glamorgan attended a Professional Networking event for Providers working in the Vale with children, young people and families. There were 41 stands and 213 Professionals attended the event. The Carers' Services Team had a stand at this networking event and many new links were made with providers who work with both young and parent carers. Some of these new contacts contributed articles in future editions of Caring Times and many agreed to share carers' information among their networks.

A key development has been the agreement by Children's Services to remove Young Carer's assessments out of its Intake and Assessment Services as this was seen as a barrier for many Young Carers to access their entitlement; with further work planned in 2015 to progress this.

- A Young Carers Consultant Event was held in March 2015 between Cardiff City Council and the YMCA.

# Work stream progress

## Case Studies

This case studies is about an 11 year old young carer who cares for his mother, who is an insulin dependent diabetic with poor eyesight. He has to get his mother's insulin ready twice a day and make sure she has her injections on time and then have her food. He has a lot of responsibility and does not get much opportunity to go friends' houses or have friends over. He attends the Young Carers group and finds it "amazing" and really enjoys it, saying "I have made lots of friends and enjoy all the things I do with the young carers. I don't have to think about being young carer and looking after my Mam". The carer attended the Chicks holiday and flourished doing the activities and grew in confidence. His Mum has stated " I am so grateful to the Young Carers group for giving my son a bit of normality, I feel guilty because I can't do things and he misses out, Young Carers gives him the chance to have a break , do fun things and be a little boy, thank you so much".

Another young carer, whose mother could not concentrate for long periods of time as she had mental health issues. The young carer was going to college and needed help filling in the college forms and travel documents for a free bus pass. These forms were very in depth and required information from their birth certificate, household finances and proof of benefits. Working on a one to one basis, with the carer and their mother, they were taken through completing the forms and given step by step instructions on any further information and documents required. As part of the one to one work, a journey was made into Cardiff to obtain a copy of the birth certificate (original was lost) and help with opening a bank account, photocopies were made of all documents and the completed forms sent to the college. They were both very grateful for the support provided and sent a thank you card.

## Conclusion

This report focuses on the progress made, in partnership with the local authorities and third sector to support carers during the second year of the Carers Strategies (Wales) Measure 2010. Throughout the year previous action plans have been reviewed and updated to continue to develop and improve support for carers.

The work highlighted has built on the progress of year one and it will continue to grow into the final year of the measure. Plans are already underway for year three including events during Carers Week where Cardiff and Vale University Health Board along with Cardiff and Vale Councils are planning to hold two Information Days.

While continuing to develop and improve support for carers, throughout the last year of the measure, all three statutory organisations are committed to working together to ensure the sustainability of the work as it moves forward.

## Expenditure and Financial Projection

### Carers Strategies (Wales) Measure 2010

Work Stream	Spend to 31st March 2015
Partnership Framework	£3,900
Awareness Raising	£3,800
Education and Training	£33,400
Information Framework	£38,100
Carers Pathways	£360
Young Carers Total	£3,000
Total	£82,560

