

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 18 June 2019
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Support for Carers in the Vale of Glamorgan
Purpose of Report:	To update Scrutiny Committee on support for carers
Report Owner:	Director of Social Services
Responsible Officer:	Head of Resource Management and Safeguarding
Elected Member and Officer Consultation:	36T
Policy Framework:	This is a matter for Executive decision
<p>Executive Summary:</p> <p>This Scrutiny Report provides further information on the Regional Work Stream for Carers, introduced in the Director of Social Services Report in April 2018, and the plans for a Regional Strategy for Carers.</p> <p>It also provides an up to date overview of the current services and support available to carers in the Vale of Glamorgan.</p>	

Recommendations

1. That Scrutiny Committee considers the Annual Report on Support for Carers and work undertaken to support carers in the Vale of Glamorgan.
2. That Scrutiny Committee refers the report to Learning and Culture Scrutiny Committee to note the work in respect of young carers.
3. That Scrutiny Committee is aware of the duties of the Council and its partners in regards to delivering services for Carers within the Social Services and Wellbeing (Wales) Act 2014.
4. That Scrutiny Committee is aware of how the Council and its partners are meeting the Ministerial Priorities for Carers and considers the development of the Regional Carers Strategy.
5. That Scrutiny Report receives a Report on support for Carers in the Vale of Glamorgan on an annual basis.

Reasons for Recommendations

1. To ensure that Members continue to exercise effective oversight of this important function undertaken by the Social Services Directorate.
2. At the request of Learning and Culture Scrutiny Committee to receive an update report on young carers on an annual basis.
3. That Scrutiny Members are aware of the duties outlined within legislation and the Ministerial Priorities set for carers.
4. That Scrutiny Members are introduced to the development of a Regional Strategy for carers and facilitates support from the lead Member for Carers.
5. To ensure that Members continue to exercise effective oversight of this important function on an annual basis.

1. Background

- 1.1 The Social Services Directorate has produced an update to Scrutiny Members on an annual basis and the last Report was presented to Scrutiny on 16th April 2018.
- 1.2 During 2018/19 a number of key developments have been implemented, many of which are being addressed on a regional basis going forward.
- 1.3 The Directorate continues to develop its response to the Social Services and Wellbeing Act and manage its statutory responsibilities and local needs within its resources, making the most of collaborative arrangements and Government funding streams where appropriate.

2. Key Issues for Consideration

- 2.1 The Social Services and Wellbeing Act 2014 increased the rights of carers. This enabled local authorities to build on the services and support already in place.

- 2.2 Whilst the core funding for carers services was not increased in line with this growth in legislation to support carers, there has been Intermediate Care Fund (ICF) grant funding available to assist the transition and to develop new services for carers.
- 2.3 The Vale has maximised the impact of the available funding by putting in place arrangements to enhance carers' experience of the support available from Social Services and our partners by developing our existing arrangements and encouraging creativity and innovation.
- 2.4 Working with our partners on a Regional footprint, enables the sharing of knowledge, experience and resources which together will improve the essential support to those who provide a care giving role within our communities.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 The Regional Carers work stream is governed by the Sustainable Social Services Regional Steering Group (RSG). The Regional Carers Work Stream also provides highlight reporting on its progress to the Regional Partnership Board.
- 3.2 The Partnership is committed to ensuring that carers are recognised within our communities and that every step is taken to ensure that the Cardiff and Vale of Glamorgan region is an environment that supports the highest quality of life both for those providing and in receipt of care.
- 3.3 The work stream is a long term joint commitment due to the need for longer term enhancement and development of services for carers. It will also be necessary to revisit our commissioning strategies and arrangements over time and to work with partners to the delivery of duties that are social services-specific under the Act.
- 3.4 The work stream has varied membership, drawing members from across the Integrated Health and Social Care Partnership as required.
- 3.5 The work stream has developed a project brief and plan, and will produce regular highlight reports for the Regional Steering Group to demonstrate achievements and identify risks.
- 3.6 By the agreed end of the life cycle of the group, the work stream will have:
 - Ensured that social services and health process and practice across the region reflect the Act, the regulations, and the codes of practice, to support us to work within the law.
 - Ensured that staff at all levels have an appropriate understanding of the relevant parts of the legislation and are informed about their duties and responsibilities required to ensure their compliance with the Act.
 - Delivered on the project plan to ensure ongoing development and improvement of practice and service delivery across the region.

- Delivered a five year strategy for carers that will facilitate Cardiff and the Vale of Glamorgan in becoming a supportive and beneficial environment within which carers, and those who benefit from their work, can thrive.

4. Resources and Legal Considerations

Financial

- 4.1** There are no financial considerations resulting from this Report.

Employment

- 4.2** There are no employment implications to consider.

Legal (Including Equalities)

- 4.3** The Social Services and Well-being (Wales) Act 2014 introduced new rights and entitlements for carers in Wales. It introduced a broader definition of a carer and placed stronger duties on local authorities to identify, assess and support carers.
- 4.4** Included in the Act is the continuation of the requirement on the NHS and Local Authorities in Wales to co-operate in relation to the delivery of preventative services, unless this is incompatible with their own duties. It also requires regional partnerships to ensure information, advice and assistance is offered across the region in a manner which is accessible and suits the needs of their population.
- 4.5** The United Nations Convention and the Rights of the Child (UNCRC) have relevance to a child as young carer. Article 3 includes the provision that in all actions concerning children by public or private social welfare institutions etc. the best interests of the child should be of primary consideration. Article 12 makes provision for ensuring that the child's views are expressed freely and given due weight in accordance with the age and maturity of the child. There are other Articles which relate to the rights of the child.

5. Background Papers

VALE CARERS



SUPPORT FOR CARERS

Annual Report 2018/2019

Our Vision for Adult Carers:

To identify and recognise carers for the vital contribution they make to the community and the people they care for, and in doing so enable carers to have a life alongside caring.

Our Vision for Young Carers:

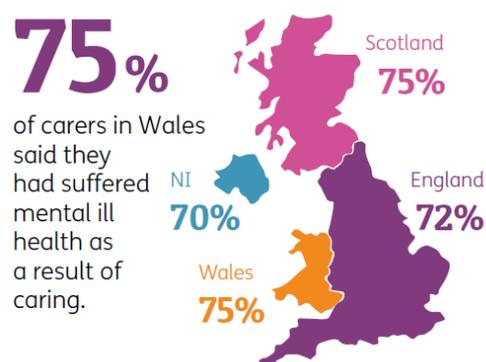
Young carers are really important to us, to the communities where they live and to the people they care for. We want to make sure that you are recognized and supported if you care for someone, so that we can help you and the person you care for, and make sure you have time to do things for yourself.

Introduction

A diverse, flexible and wide range of services and support are required to both meet our statutory responsibility in relation to carers and support the sustainability of the invaluable unpaid care they provide to our communities. Carers are the largest source of care and support in all regions of the UK. It is in everyone's interest that they are supported effectively.

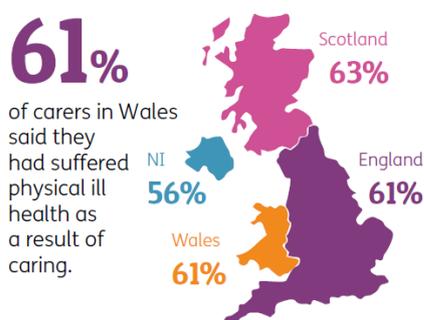
Not everyone recognises when they are a carer. Most people see themselves as a wife or husband, son or daughter, parent or grandchild. Caring can come upon you without you quite realising what is changing.

While it can be a natural and rewarding phase of life to look after the people you care about when they are ill or struggling – when it becomes long-term it can also be isolating, throwing life out of balance, causing stress and affecting wellbeing if not addressed. For many, caring without help and support can feel overwhelming.



State of Caring 2018, Carers Wales 1

In the [State of Caring Report 2018, from Carers Wales](#), the estimated value of unpaid care in Wales was £8.1 billion, almost the Welsh Government's budget for health and social care in Wales. With an ageing population, it is inevitable that local authorities across Wales will need care from families and friends in the future.



State of Caring 2018, Carers Wales 2

To care safely and maintain their own physical and mental health and well-being, carers need information, support, respect and recognition from the professionals with whom they are in contact. Improved support for the person being cared for can make the carer's role more manageable.

Carers need support to be able to manage the demands of their work and caring roles, or to return to work if they have lost employment due to caring.

The National Scene

The Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act 2014 introduced new rights and entitlements for carers in Wales. It introduced a broader definition of a carer and placed stronger duties on local authorities to identify, assess and support carers. The Act means that:

The definition of a carer is broader and includes more people, that means that more carers are entitled to carer's assessments and support plans;

Carers are entitled to an equal right to be assessed for support as those for whom they care;

Carers no longer have to request an assessment, local authorities must actively offer assessments where they believe a carer has a need for support

Staff must promote the well-being of carers who need support;

Local authorities must assess the needs of carers in their area and submit a plan to Ministers on how they will meet these needs;

A carer now has the right to support from the local authority when they meet the eligibility criteria;

There is a greater focus on the role of local third sector organisations in providing services and support.

Included in the Act is the continuation of the requirement on the NHS and Local Authorities in Wales to co-operate in relation to the delivery of preventative services, unless this is incompatible with their own duties. It also requires regional partnerships to ensure information, advice and assistance is offered across the region in a manner which is accessible and suits the needs of their population.

The National Carers Strategy

With carer representatives from health, local government, the third sector and carers themselves, Welsh Government have agreed and identified three national priorities

to improve the lives of carers, including young carers. The three national priorities are:

Identifying and recognising carers -

Fundamental to the success of delivering improved outcomes for carers is the need to improve carer's recognition of their role and to ensure they can access the

Providing information, advice and assistance -

It is important that carers receive the appropriate information and advice where and when they need it.

Supporting life alongside caring -

All carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.

Ministerial Advisory Group

The Welsh Government recognises that to deliver improved and sustainable outcomes for carers, it requires the support and commitment from statutory and third sector partners across sectors, and carers themselves. The Ministerial Advisory Group for Carers provides a cross sector response to the challenges carers face and a national forum to target and monitor improvement under the three national priorities.

Over time priorities can and will change and this approach allows the flexibility to respond and adapt to meet the priorities. The Group supports this way of working by identifying new ideas and solutions in response to the different issues faced by carers so that the agenda is continually moving forward. The Head of Service for Resource Management and Safeguarding represents the Vale of Glamorgan at this forum.

Welsh Government Funding

To support the delivery of improvements for carers against the national priorities, the Welsh Government has provided funding to local Authorities across Wales for 2018/19 as follows:

- Supporting Life Alongside Caring – £3million Grant across Wales to support additional respite for carers to recognise the role of respite care and short breaks in maintaining the wellbeing of the carer and the person with care needs, Vale of Glamorgan Council receive £111,000 of the £3million awarded

nationally. This recurring funding is now allocated through the Revenue Support Grant to maintain the momentum in providing respite.

- Providing Information, Advice and Assistance - £1million Grant allocated to health, local authorities and third sector partners to improve information, advice and assistance, including the development of schemes to support GP practices to develop their carer awareness and ways of working to support carers, and to improve information, advice and assistance in relation to discharge from hospital. Cardiff & Vale University Health Board receive £121,000 of the £1million and the Vale of Glamorgan Council work with the UHB in the allocation of funds to projects and identify support services to deliver on this grant across the Region.
- Integrated Care Fund – In 2017/18 the scope of this funding was expanded to include carers. Regional Partnership Boards are now able to receive and consider proposals to improve efficiency and effectiveness of services involving integrated working between social services and health, along with third sector and independent sector partners, which will provide support to carers.

The Regional Scene

Regional Partnership Board

The Partnership is made up of the Vale of Glamorgan Council, City of Cardiff Council, Cardiff & Vale University Health Board, Welsh Ambulance Services NHS Trust, Third & Independent sectors and a carer representative.

Our [Integrated Health & Social Care Partnership](#) (IHSCP) has been established under the direction of a Regional Partnership Board (RPB) as part of the requirements of the Social Services and Well-being (Wales) Act 2014. The purpose is to manage and develop services to secure better joint working between local health boards, local authorities and the third sector; and to ensure effective services, care and support that best meet the [needs of our population](#).

A Carer Representative is a recognised position within the Board's membership for both Adult and Young Carers. An unpaid carer from the Vale was identified as the Adult Carer Representative and participated in the business of the IHSCP for a period of three years.

- Regional Carers Work stream

A regional partnership is made up of local authorities from Cardiff and the Vale of Glamorgan, the Cardiff & Vale University Health Board, and our voluntary sector

partners. We take a regional approach to carers and work with a wide range of organisations that come into contact with carers.

This work stream informs the ongoing development and delivery of promoting and meeting the needs of carers (including young carers) and will support the process and practice changes required to enable their development across the region. It enables the region to comply with the associated relevant duties: Part 2: General Functions & Overarching Duties; Part 3: Assessing the needs of individuals; Part 4: Meeting needs.

The work stream reports through to the Regional Steering Group, with a highlight report going to the Regional Partnership Board. The Regional Steering Group is in place across the two local authority areas to oversee the implementation of the Social Services and Wellbeing (Wales) Act 2014.

Regional Carers Strategy

A Regional Carers Strategy is under development. The work stream is committed to ensuring that carers are recognised within our communities and that every step is taken to ensure that the Cardiff and Vale of Glamorgan region is an environment that supports the highest quality of life both for those providing and in receipt of care.

The strategy is designed to strengthen all activity across the region where the needs of carers are an important factor, and will be useful for both citizens and practitioners.

In addition, the strategy will allow us to share and promote the ways we will support carers across the Vale of Glamorgan and Cardiff, and explain how we will monitor and maintain that support.

We will shortly be starting a series of consultations in relation to the strategic priorities, involving focus groups with Carers.

The Regional Carers Strategy action plan which will accompany the Strategy will detail the priorities for the next five years.

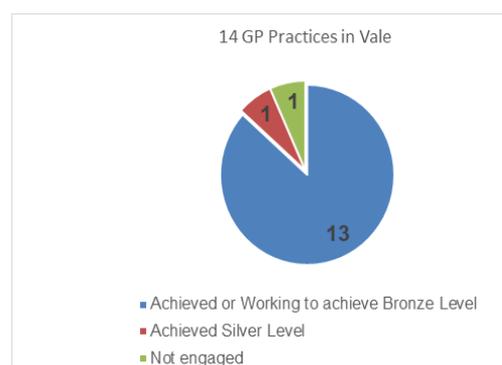
Regional Progress –The Vale of Glamorgan and Cardiff

The ways in which the Region is already responding to the Social Services and Wellbeing Act and the three National Priorities are as follows:

Identification and Recognition

G.P. Carer Accreditation Scheme

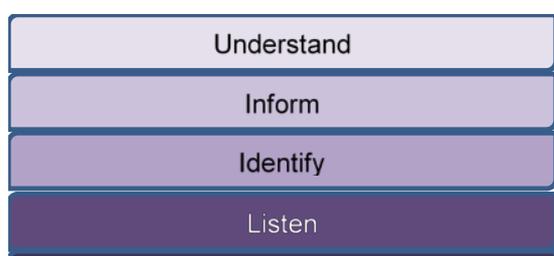
This Regional scheme identifies criteria that GP practices need to achieve to obtain recognition for supporting carers and their families. Bronze level largely focusses on carers' information, ensuring that surgeries are providing the most up to date information



Carer Friendly Accreditation

A scheme for health and social care settings has been developed. Currently **10** service areas are working towards **Bronze level accreditation**. Two are Vale specific services and four cover both Cardiff and the Vale.

The Health and Social Care Accreditation scheme aims to improve, share and recognise support for carers in health and social care service areas. There are three levels to the accreditation: Bronze, Silver and Gold. The accreditation criteria are broken down into five standards:



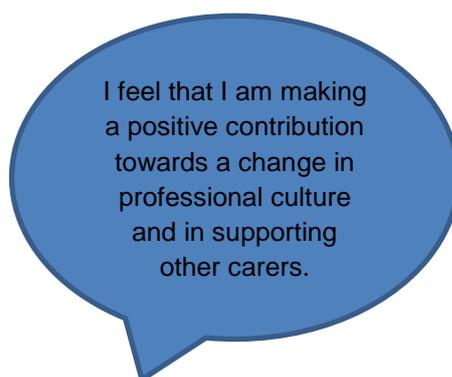
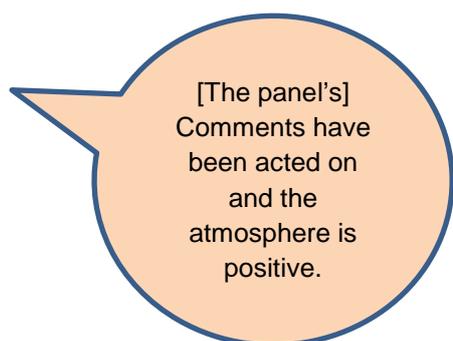
Carers Expert Panel

The Carers Expert Panel is made up of carers from across Cardiff and the Vale, and has been set up to ensure we work with carers to get their voices heard and for them to be able influence, shape and change services that affect them.

They provide feedback on the Health and Social Care accreditation, as well as a variety of other topics affecting carers. The views of the panel are listened to, represented, valued and taken forward by Carers Trust South East Wales to help improve services for all carers across Cardiff and the Vale, as well as influencing change nationally.

Service areas complete a self-assessment tool, provide a portfolio of evidence to prove that they meet the criteria and the portfolio is then reviewed by the **Carers Review Panel** (Carers Expert Panel). They either approve the accreditation or provide constructive feedback on areas for improvement.

Quotes from Expert Panel members:



Cardiff and Vale of Glamorgan Young Carers Work Group

A group including representatives from social services, health, safeguarding, youth work and third sector organisations working with young carers continue to meet and deliver actions in response to the Social Services and Wellbeing Act and needs identified by young carers themselves. The Group reports directly to the Regional Carer Work Stream.

Some of the achievements of the group to date include the recognition of young carers on school records via their in-house pupil record systems (SIMS, ONE). This enables the number of young carers to be monitored and improves information sharing.

Young Carers in School Programme

Seven out of Eight of the Council's Secondary Schools have either achieved or are working towards 'The Basics'. Two have achieved 'Beyond the Basics'.

The Carers Trust South East Wales Young Carers in Schools Programme provides schools with the tools and resources to support young carers, giving them the same access to education, opportunities and future life chances as their peers. Schools produce, collate and submit evidence around five key themes (see right) via a portfolio which is reviewed by the Peer Review Panel.

There are three stages of the Young Carers in Schools Programme:

- The Basics**
- Beyond The Basics**
- Best Practice**

The five themes

Schools submit evidence based on five themes to gain accreditation:

- Understand**
- Inform**
- Identify**
- Support**
- Listen**

Peer Review Panel

The Peer Review Panel is made up of young carers who review evidence submitted by schools before making a decision on if the application is successful. The young carers involved with the panel are from Monmouthshire, Newport, Cardiff and the Vale of Glamorgan.

- Two Peer Review Panel meetings have taken place since July 2018
- Six young carers have attended the meetings

"Being part of the panel has given me a newfound confidence in my knowledge as a young carer – so much so that it has pushed me to consider becoming a young carers ambassador for my school." CW

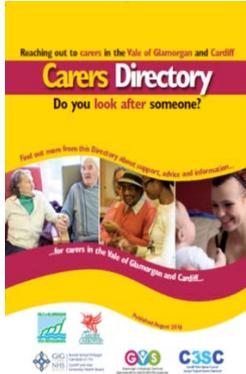
Raising Awareness

The Cardiff and Vale of Glamorgan Young Carers Work Group work collaboratively to identify opportunities to raise awareness with other professionals who may come into contact with young carers. During the last year, for example, School Governors have benefitted from improved information via presentation to their Chairs and Vice Chair Forum and articles published in Governors newsletters, which is reinforced through their training programmes.

Information, Advice and Assistance

Regional Information

A number of publications have been produced to improve the availability of information and to raise awareness:



On behalf of the Region, Glamorgan Voluntary Services (GVS) have updated the Carers Directory, listing services and organisations across the Region who provide support to carers. These are available in hard copy and published on partner organisations website and promoted on Dewis Wales

A series of 15 Fact Sheets have been created to provide carers with important information across a range of areas which may impact on their individual situation. Subjects include Legal Matters, Maintaining and Adapting Your Home, Bereavement and Money Matters.



Dewis Wales

A National online resources directory has been adopted by the Region as one means of providing information on services and support available to citizens to support their health and wellbeing. There is comprehensive information and details of resources published within it relating to carers.

The Vale's offer for carers is published on Dewis Wales and service providers we are in contact with are encouraged to register their services too.

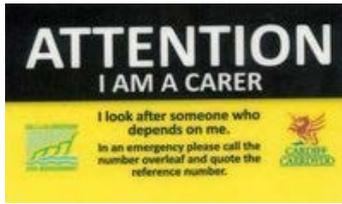
Dewis search

- You searched for 'carers'.
- You chose results within 'Vale of Glamorgan'.
- We found **664** matches. We're displaying results 1 - 10 on this page. We're ordering your results by relevance.
- **349** provide a local service. (**315** are national services)



Dewis Cymru
Have choice and take control

Carers Emergency Card (CEC)



Carers are able to carry a card which identifies, in case of accident or emergency, the contingency arrangements agreed in advance by the carers and the person they care for. The scheme links existing services (such as assessment/care planning, the social services client databases and out of hours services) across Cardiff and the Vale, providing reassurance to carers that arrangements will be put in place if they are incapacitated.

Supporting life alongside the caring role

Carers Needs Assessment

Under the direction of the Regional Carers Work Stream, the carer's assessment process and documentation for both adults and young carers have been reviewed and redesigned to ensure that are compliant with the Act and easy for both carers and practitioners to understand.

Regional Carers Gateway

A proposal has been submitted and approved for funding to design and deliver a 'one stop shop' approach to supporting and engaging with carers, providing them with information and advice about services which will support them in their caring role. The model will link with existing services and providers and act as the central link across the region for unpaid Carers, through a centralised helpline and email enquiry line (the 'Hub') and face to face support in the community (the 'Spokes'). It will make it easier for carers to find information and will enhance what is already available, providing extra capacity in the system.

The Local Scene

The ways in which the Council is already responding to the Social Services and Wellbeing Act and the three National Priorities are approached from a strategic regional model with additional local focus and resource.

Support and services which are not Grant funded are provided for via the core Carer Services Budget which fund staffing including a part time Carers Development Officer, part time Administrator and Carers Support Officers.

There are six Carers Support Officer posts. There is one officer within each of the Adult social care teams and one in Children and Young Peoples Services, to support both Young carers and Parent Carers. This is an increase of 1.5 f.t.e from the year 2017/18.

Local Progress – Vale of Glamorgan

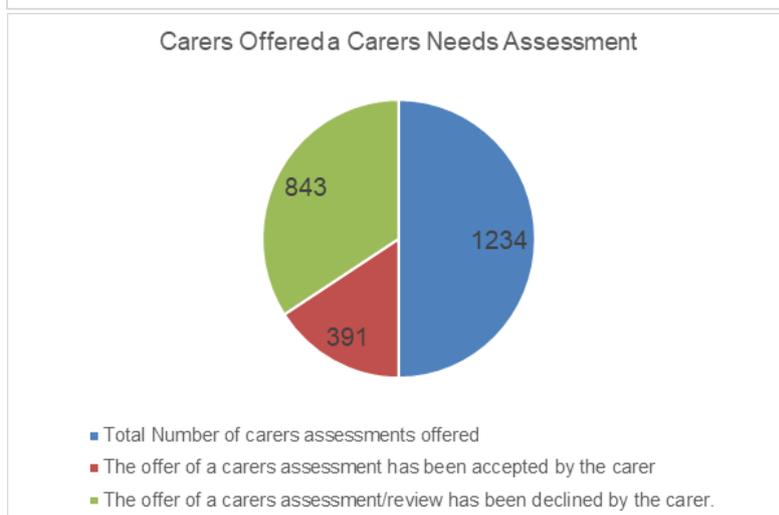
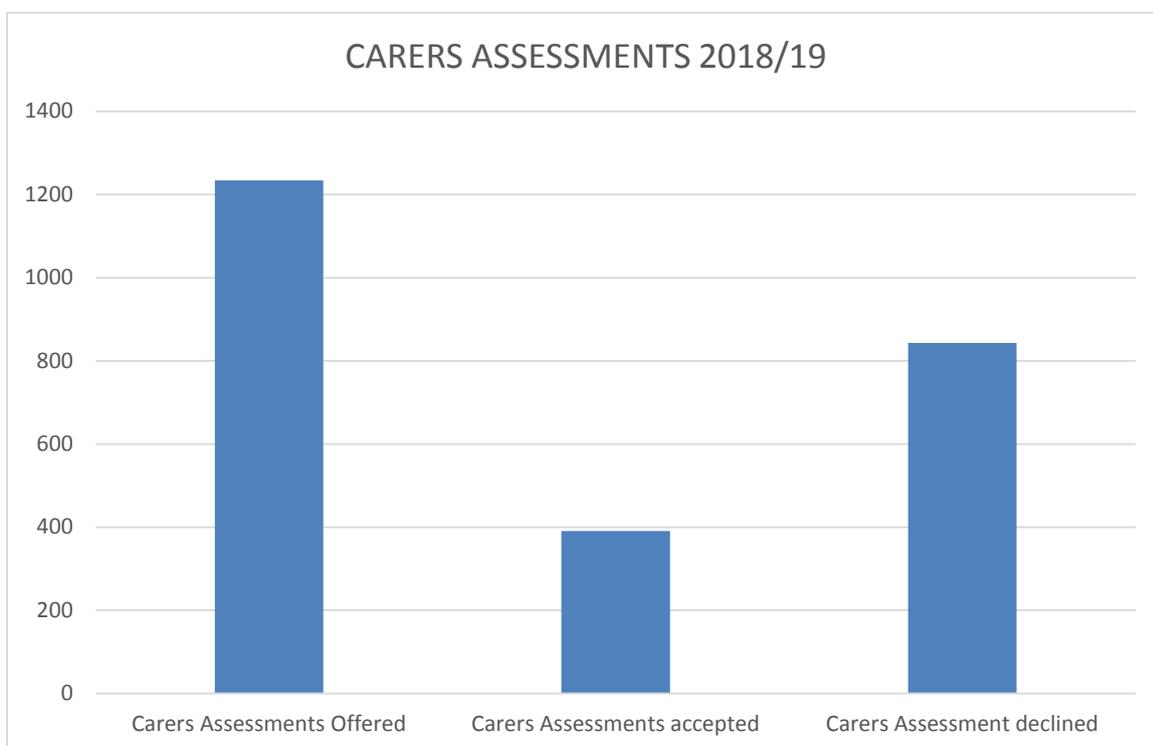
The ways in which the Vale of Glamorgan is already responding to the Social Services and Wellbeing Act and the three National Priorities are as follows:

Identification and Recognition

Carers Assessments

The Vale Council is proactive in encouraging carers to think about their needs alongside the person they care for. For young carers, a new process has been agreed whereby all referrals are through Families First Advice Line (FFAL). FFAL will provide advice and assistance to the young carer; but, if a more in-depth assessment is further required, this is then allocated to the Carers Support Officer (CSO).

For adult carers, the main entry point is Contact OneVale, where a proportionate assessment of the carer's needs is undertaken. The diagram shows the breakdown of enquiries received at C1V; it shows that 68% of carers declined an assessment.



Often, a more in-depth look at the carer's needs is required and these referrals are passed on to the appropriate CSO. During 2018/19, the total number of adult carer's assessments was 305.

Information, Advice and Assistance

The Information, Advice and Assistance service makes an important contribution to meeting the statutory requirements within the new Act and meeting objectives that maximise people's independence.

As mentioned above, the first point of contact for Adults and Young Carers is Contact OneVale and FFAL respectively. This ensures that enquirers are signposted to the help and support available to them in the community at the earliest opportunity.

During 2018/19 **246** carers were signposted via C1V to support services. The front door response to carers continues to strengthen and develop ensuring information and advice is available at the earliest opportunity.

Supporting life alongside the caring role

Services for carers

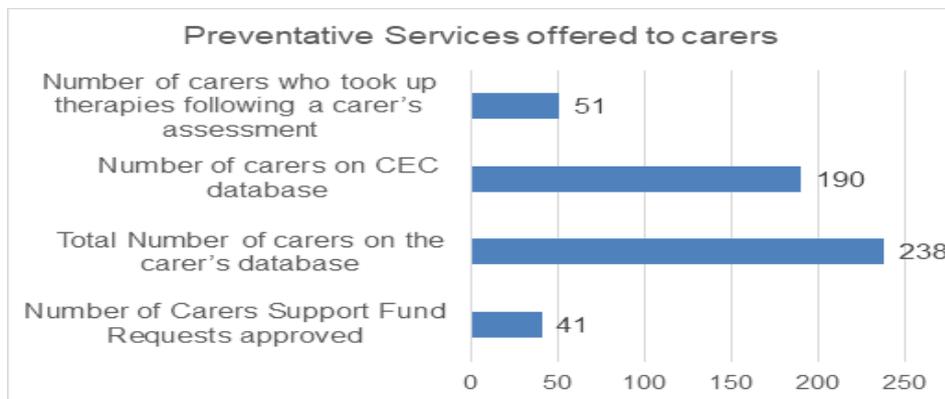
Agreements are in place with third sector organisations who help provide specialist carers support and a much needed break for carers, who are then able to attend to their own health, wellbeing and other needs. Service level agreements are in place with Carers Trust South East Wales, Hafal, Parents Federation and Cardiff and Vale Care and Repair.

A service to support young carers is jointly commissioned with Cardiff YMCA and funded between the Children and Young People's Partnership and Social Services.

The preventative services shown below are usually identified as part of an assessed need of the adult carer and emerge following the What Matters? Conversation between the CSO and the carer. Each outcome is clearly related to the carer's assessment and is appropriate to their situation.

Therapies can be one means to help carer's health and wellbeing and this is identified as part of the carer's assessment. One carer sent us this feedback:

"I just wanted to drop you a line to let you know how much I appreciated the complimentary therapy you provided for me. The stress of caring for my autistic son is tremendous and I was really feeling it in terms of neck and shoulder pain and migraine. However I feel so much more able to cope after my treatments. I haven't felt this relaxed in a long time. The therapist is very knowledgeable and skilful and so understanding of my caring role and its impact".



Carers on our database are provided with a 'Caring Times' newsletter three times a year which signposts to local and national services and support of interest to carers. The database also facilitates consultation as necessary.

The Carers Support fund is a small financial resource which can be used to provide carers with a service or support where they can make the purchase themselves.

Carers Respite Grant

The funding has been used to provide a range of additional breaks from caring and valuable back up arrangements to be put in place for both carers of adults, parent carers and young carers.

Role	Type of break	Number of additional respite opportunities estimated
Young Carer	Activities to broaden experience and life skills	305
Young Carer	Transport to/from young carers youth club over 39 weeks for 12 young people	468
Young Adult Carer	Activities to broaden experience and life skills	69
Carers of people with Dementia	Wellbeing activities including angling and dancing	37 (per week)
Adult Carers	Additional respite via direct payments, residential and domiciliary support	115
Parent Carers	Additional respite via direct payments, residential and domiciliary support	90

Feedback from Carers attending a respite Activity with the Alzheimer's Society:



The Vale of Glamorgan, has developed services and support across the board to ensure that carers are identified and recognised; are supported to have a life alongside caring and that appropriate information, advice and assistance is available.

Natasha James

Operational Manager, Safeguarding & Service Outcomes

May 2019