



# Aneurin Bevan University Health Board Partnership Area

## Carers Information and Consultation Strategy 2012-2015

### ANNUAL REPORT May 2014

# CONTENTS

	<b>Page</b>
<b>1.0 Summary</b>	<b>3</b>
<b>2.0 Background</b>	<b>4</b>
<b>3.0 Local context</b>	<b>5</b>
<b>4.0 Key Achievements</b>	
<b>5.0 Implementation structure</b>	<b>6</b>
<b>5.1 Programme Board</b>	<b>7</b>
5.2 Executive Board	
5.3 Information and communication sub group	
5.4 Training and Education sub group	<b>8</b>
5.5 Young Carers sub group	<b>9</b>
5.6 Performance and monitoring sub group	<b>10</b>
5.7 Carers Measure Team	
<b>6.0 Local Enhanced Service for GP practices</b>	<b>11</b>
<b>7.0 Resource implications</b>	
<b>8.0 Monitoring</b>	<b>12</b>
<b>9.0 Challenges</b>	<b>16</b>
<b>10.0 Way forward</b>	<b>17</b>
<b>11.0 Appendices</b>	<b>18</b>

## 1.0 Summary

We are pleased to submit the first Annual Report to Welsh Government on implementation of the requirements of the Carers Measure (Wales) 2010. This Annual Report provides an opportunity to reflect on some of the progress highlights from 2013/14 as well as a look ahead to progress planned over the lifetime of the Strategy.

In developing our Carers Information and Consultation Strategy, we have worked with key stakeholders across the Aneurin Bevan University Health Board (ABUHB), Local Authorities, Third sector, Carers' forums and individual Carers to understand their challenges, issues and needs. The consultation was used to inform the Carers Strategy. All partners have committed to delivering the actions outlined in the Carers Information and Consultation Strategy 2012-2015. Working together with Carers we aim to achieve the national and local vision, towards improving the quality of life for Carers in the ABUHB area.

We are keen to identify and respond more quickly to Carers issues by providing information and signposting in a more focused and open way. This includes listening to people's views and experiences of caring and training staff to signpost effectively.

Supporting staff through development and training opportunities is key to the Strategy implementation. We have made some progress on this, through the development of a dedicated 3 year rolling training programme and widening our partnership links with specialist professionals, such as those providing services to dementia patients and their Carers, with a view to collaborative working and ensuring business intelligence targets are integrated and consistent.

To ensure delivery of its Carers Strategy over the next three years, the ABUHB area partnership will:

- Ensure the meaningful participation of service users, their Carers and families in the shaping, delivery and evaluation of their care and the future direction of our services;
- Improve the quality of information provision to Carers;
- Develop an appropriately skilled motivated and empathetic workforce by embedding Carer awareness into our organisations;
- Maximise learning opportunities for all staff by providing relevant training and awareness;
- Make the best use of our resources by improving performance;
- Ensure a multiagency and consistent approach to addressing the needs of Carers based on the principles of equity and fairness,
- Through timely and relevant support to Carers, increase opportunities to avoid the disruption of hospital admission for both Carers and those they care for;
- improve the identification and support for Carers in the community by encouraging the uptake of the Local Enhanced Service by all of our GP Practices;

- Ensure that there are effective and accessible information systems in place so that professionals and service users can access the right information at the right time.

While there are clear examples of considerable progress in implementing the Strategy during 2013/14, there remains much to do, as signalled in the implementation programme for the next 3 years.

## 2.0 Background

The Carers Strategies (Wales) Measure (2010) came into force on the 1<sup>st</sup> January 2012. This placed a duty on Local Health Boards to take a lead and work with Local Authorities in Wales to prepare, publish and implement a Carers Information and Consultation Strategy. To achieve this Aneurin Bevan University Health Board (ABUHB) worked in partnership with its 5 Local Authorities, Third sector and Carers. The Strategy was approved by Welsh Government in January 2013 for implementation from 1 April 2013. In approving the Strategy, the Welsh Government stated the following:

*“A comprehensive Strategy and Action Plan, based on strong evidence and demonstrating that the Health Board and its partners had worked through the guidance. There was good evidence of consultation and responding to feedback from Carers, and the proposals for staff training are particularly good.”*

*The Strategy was also welcomed by Carers. A former Carer quoted “It’s a good thing the Carers Measure has been brought in. It should have been earlier and should now be used to its full capacity. It seems to be getting more and more established and people are becoming more aware of it and hopefully Carers will realise that by using it they can make life easier for them and the person they care for” Alun Hunt (Ebbw Vale)*

The Strategy sets out how our partnership will deliver the key milestones of the Measure to ensure:

- the identification of Carers by staff and professionals at all levels within the NHS;
- the effective provision of relevant, up to date and targeted information to Carers at every point of their journey through the NHS;
- that Carers are informed of their legislative right to an independent assessment of their needs as a Carer.

The Information and Consultation Strategy for Carers sits alongside local Carer Strategies, which have generally been developed by Local Authorities, in partnership with the previous Local Health Boards.

The ABUHB area Information and Consultation Strategy covers a four year period. The first year 2012/13 comprised of the development and formal approval of the Strategy. Proposals for detailed actions for subsequent years have been developed through a detailed implementation plan and reported using the template provided by WG (Appendix A)

The funding made available by the Welsh Government was distributed to Local Health Boards across Wales on a per capita basis (funding details are attached at Appendix B).

### 3.0 Local Context

The most commonly accepted and reliable figures are taken from the 2011 census. These show that there are 370,230 Carers in Wales, an increase of 9% since 2001. There are 71,497 Carers in the ABUHB area. However, there are probably many others who provide care, but do not recognise themselves as Carers. There is a need for effective local strategies to identify Carers and to refer them for help and support, where needed. The table below gives a breakdown of Carer numbers across the ABUHB area:-

Area	Total number of Carers in 2011	Total number of Carers in 2001	Rise in a decade	% increase
Wales	370,230	340,745	29,485	9%
Caerphilly	22,721	20,856	1,865	9%
Blaenau Gwent	8,752	8,751	1	0%
Torfaen	11,929	11,504	425	4%
Monmouthshire	11,491	9,608	1,883	20%
Newport	16,604	15,360	1,244	8%

The demand for Carers is projected to increase with the growth in life expectancy, with more people living longer with a disability needing care and with the changes to service provision moving to community settings away from institutions. In particular it is expected there will be a sharp increase in the demand for Carers of older people and of people with dementia. With this comes a risk of increased social isolation, particularly where Carers are experiencing declining health themselves.

### 4.0 Key Achievements

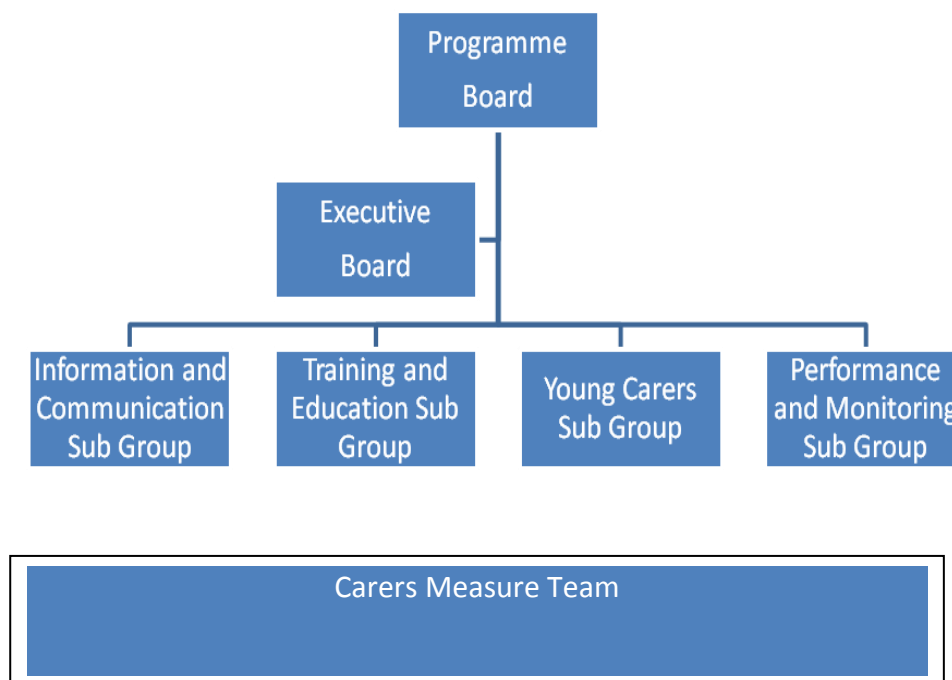
Key progress includes:

- Establishment of a local implementation structure, led by the Health Board Director of Nursing, which includes four key sub groups to enable focused implementation of the Strategy workstreams and the provision of regular updates to Programme Board;
- Partnership working has been a notable success since the implementation of this project, with effective engagement from all partners;
- Key appointments have been made during 2013 including the Carers Co-ordinator, Training Officer, Young Carers Officer and Administration Officer;

- 100% of staff throughout the partnership and in Primary Care have received an information leaflet on the Carers Measure to help them identify and signpost Carers
- Carer Awareness training has been made available to staff throughout the partnership. To date 726 staff have received training
- A GP Local Enhanced Service has been developed in recognition of the central role played by GP's in identifying and supporting Carers. In 2013/14, 56 General Practices signed up to this service
- A significant commitment during the year has been given to helping identify Carers and support them through the provision of information and advice. Information stands have been set up at various events, posters have been displayed in prominent locations throughout the ABUHB area, a training programme has been developed, Young Carers have been consulted on information they require for a web page and the partnership regularly update information via the intranet

## 5.0 Implementation Structure

The Director of Nursing, as Executive lead for Carers, has established the following multiagency implementation and reporting structure in order to steer and monitor delivery of the Carers Information and Consultation Strategy. Engagement and involvement of Carers in progressing implementation is a pivotal part of the process and the structure employed includes Carer representation at all levels:



## 5.1 Programme Board

The Programme Board is chaired by the Director of Nursing and comprises senior representation from Aneurin Bevan University Health Board, the 5 Local Authorities, Carer, Third Sector and Community Health Council representatives. The Programme Board meets quarterly and provides multiagency strategic oversight and leadership for delivery of the Information and Consultation Strategy. The Programme Board is supported by the Executive Board and receives formal updates from the sub groups

## 5.2 Executive Board

The Board is chaired by the Director of Nursing and comprises the Chairs of the four sub groups (Information and Communication, Training and Education, Young Carers and Performance Monitoring) and a representative from the Third Sector. The Group meets every 4-6 weeks and monitors progress against the sub group work programmes in delivering the requirements of the Carers Strategy Implementation Plan.

## 5.3 Information and Communication Sub-group

The Group is chaired by the Head of Partnership and Networks and provides multiagency oversight and leadership in delivering the communication and information work programme. Representation has been drawn from Carers, Local Authorities, Third Sector and Aneurin Bevan University Health Board. A significant commitment during the year has been given to helping identify Carers and support them through the provision of information and advice. Various events were attended throughout the year to raise awareness of Carers e.g. Conferences, Carers week, Carers rights day



Photo: ABUHB Annual General Meeting 2013

Signposting posters and leaflets showing key contact details were produced and placed in prominent locations throughout ABUHB, Primary Care and its partnerships. Leaflets have been placed at all bedside trolleys in hospital wards and wallet size cards have been made available in Carers information packs

**CARERS QUOTE:**

*My wife suffers with dementia and I am her Carer. I was feeling very unwell myself and I gave my sister in law the Carers Information card which has contact details of the Local Authorities. She rang the number and I was able to get all the help I needed. Being able to get information quickly at the right time relieved me of worry. I wanted to tell you that 'it works'. I keep the card in my wallet and I have been telling everyone I meet how helpful it is.*

Bill Thompson, Torfaen

To ensure that Carers receive relevant information, a range of further information materials for Carers was identified and procured by the Local Authorities e.g. safer moving and handling, Mind your heart booklets, coming out of hospital. This information addresses gaps identified in our strategy and were distributed across the partnership area by the 5 Local Authorities and their partners.

To ensure information provision remains inclusive a project has been funded with Hafal to further develop the support to Carers

#### **HAFAL PROJECT**

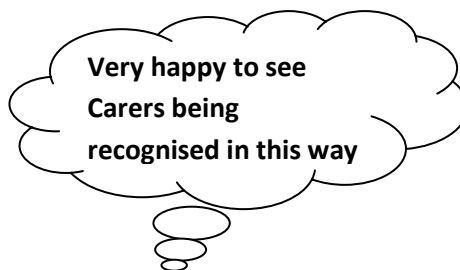
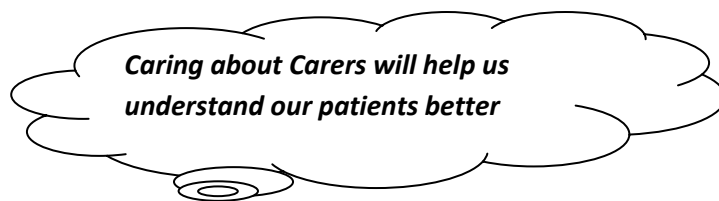
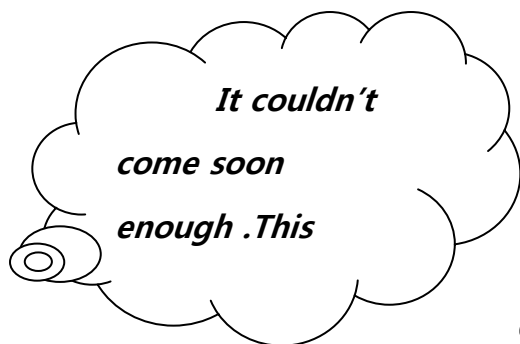
Mental health information events for Carers were delivered across Gwent, engaging 24 Carers. These events offered Carers the opportunities for respite, meeting other Carers, discussing and sharing information, gaining knowledge to best meet the demands of their caring roles and gain the tools and confidence to be able to advocate for themselves and the individuals they care for.

#### **5.4 Training and Education Sub-group**

The Group is chaired by the Assistant Director of Nursing and leads the delivery and monitoring of the training and education work programme. A three tiered training structure has been developed to ensure staff across Aneurin Bevan University Health Board, the 5 Local Authorities and the Third sector are able to identify and signpost Carers at the earliest point of contact. Level 1 training is based on wide dissemination of an awareness leaflet for all staff. A Carer information leaflet has been produced for use by staff for signposting identified Carers to sources of further support and advice. This has incorporated a data monitoring return sheet for staff use to comply with requirements to monitor the number of Carers identified.

Level 2 training comprises completion of E-learning training alongside training workshops. Level 3 training is targeted at Board level and other senior management. In 2013/14, 100% of staff have received the level 1 Carer awareness leaflet which helps staff identify and signpost Carers, 677 members of the partnership have completed level 2 training and 49 staff have participated in level 3 training. Feedback from training sessions has been positive. Some of the comments reported are:-





Staff induction processes are being used to highlight the requirements of the Carers strategy. Banners are displayed at induction events and a DVD has been developed. Several other projects are also underway to enhance training opportunities

### **AGE CYMRU GWENT PROJECT**

This project involved a multi agency approach, facilitated by Age Cymru Gwent ensured that Carers receive the appropriate information for their needs. Through a coordinated programme of educational sessions 43 Carers were engaged, 11 of which were new Carers. Training was provided to Carers to help them gain confidence and resilience to continue in their caring role. A wide range of topics relevant to Carers were delivered e.g. Practical support, Carers rights, financial advice, stress management and healthy living. All participants were provided with information packs containing contact details of support networks.

### **DISABILITY ADVICE PROJECT**

This project supported Carers by providing one-to-one, targeted, appropriate and impartial information and advice. 38 new Carers were identified and a further 5 existing Carers engaged. This project trained and supported 'Carer Champions' who delivered person-centred training for Carers, covering advice on physical and emotional well-being including demonstrations on safe lifting, moving and handling techniques, the use of aids and adaptations, stress management, advice on medicines management including its safe administration and advice on specific conditions.

## **5.5 Young Carers Sub-group**

The Group is chaired by the Consultant Nurse for Children's Health and leads on the specific intervention required for implementation, delivery and support of Young Carers in addressing their communication and information needs. The sub-group has representation from a Young Carer,

Young Carer projects, Local Authority, Education, Third Sector and Aneurin Bevan University Health Board. Posters and leaflets are currently under development. A Young Carers e-learning tool has been procured

A web page has been devised in consultation with Young carers. This will give age appropriate information and signpost Young Carers. Other projects have been funded to address the needs of Young Carers:

#### **BARNARDOS YOUNG CARER PROJECT**

This project provided Young Carers with the opportunity to access young person friendly training on mental health, alongside peers from across Gwent, all of whom care for a family member with mental health issues. Three separate training events for Young Carers of different age ranges were delivered. The training focussed on the mental health issues of the cared for and strategies to enable Young Carers to cope with their own emotional health & wellbeing and stress associated with their caring role

#### **SCHOOL INTERVENTION PROJECT**

In collaboration with Barnardos, Young Carer awareness was delivered in Caerphilly schools through drop in events. As a result 25 new Young Carers were identified and links were developed with Education Welfare Officers and education staff to raise awareness in identifying and supporting Young Carers before they reach crisis point within school.

### **5.6 Performance and Monitoring Sub-group**

The Group is chaired by the Planning and Development Officer for Commissioning in Torfaen Local Authority and leads the monitoring, tracking and recording process as part of implementing the Strategy. The Carers Measure National Outcomes Framework is used to report quarterly to the Welsh Government on progress (Appendix C). Membership of the Sub-group includes a Carer, Third Sector, Local Authorities and the Aneurin Bevan University Health Board.

A mystery shopping exercise was undertaken during Carers Week 2013. This identified some inconsistency and gaps in advice and information provision. These challenges have been subsequently addressed through staff training

### **5.7 Carers Measure Team**

The team is led by the Carers Strategy Coordinator and facilitates coordination of the Carers Information and Consultation Strategy delivery. The team comprises a Carers Strategy Coordinator (appointed at the end of May 2013), A Training officer (appointed mid June 2013. This post was readvertised in early 2014 and the new post holder commenced 1<sup>st</sup> April 2014), Young Carers facilitator (appointed in August 2013) and Administration officer (appointed mid June 2013)

## 6.0 Local Enhanced Services for General Practice

A GP Local Enhanced Service has been developed in recognition of the central role played by GP's in identifying and supporting Carers, The Group overseeing implementation of this scheme is Chaired by the Primary Care Clinical Director and supports GP's to maintain a Carers register, inform Carers of their legislative right to an assessment of their needs, produce an in-house education session using the RCGP Carer Toolkit and strengthen data sharing consent protocols. Carers champions have been identified in some practices and the service will be reviewed using the RCGP Self- assessment checklist as an Audit standard. To date 56 out of 88 General Practices in the ABUHB area have signed up to this service. We hope to encourage GP's to adopt this service through our Neighbourhood care networks and information stands and presentations to practice managers will continue at monthly General Practice CPD events



Photograph: Information stand at GP event

## 7.0 Resource Implications

Welsh Government funding to support implementation of the Information and Consultation Strategy was originally allocated over a 3 year period but was extended to four years. The original funding is expected to cover an additional year (2015-16) leading up to implementation of the Social Services and Well-being (Wales) Bill in 2016) In light of this adjustments have been made to the level of funding expected for 2013/14.

The Spend Plan for 2013/14 supports appointment to key, fixed term staff roles which will ensure specific focus on co-ordination of the Strategy implementation across the ABUHB area, staff training across ABUHB and its partner organisations and direct Young Carer support (Appendix B). A Carers Coordinator was appointed at the end of May 2013. The role oversees the development and implementation of the local Carer's strategy. To complement this role a Training Officer and Administration Officer commenced post on 17<sup>th</sup> June 2013 and the Young Carers facilitator was appointed and commenced on 1<sup>st</sup> August 2013.

The Spend Plan also includes support for the introduction of a Local Enhanced Service across GP practices, in order to improve the identification and support of Carers and a budget to enable Carer involvement through re-imbursement of appropriate Carer expenses. Each of the Sub-groups will be responsible for the management of the budget, allocated within the Spend Plan, to support implementation of their work programme.

## 8.0 Monitoring

The performance indicators submitted in the report refer to the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014. Full details can be found in Appendix C. Welsh Government provided a National Framework scorecard for monitoring the Carers Measure Wales. Alongside the Welsh Government Performance Reporting Framework the ABUHB partnership assessed local outcome measures specific to Young Carers. In the Welsh Government guidance of the Outcomes Framework:

- Partnership is defined as a Local Authorities and Local Health Boards
- Carers are defined as both adult and young Carers in Wales who consider or are considered to provide, or intend to provide a substantial amount of care on a regular basis
- Carers assessments must be undertaken by staff employed by, or a commissioned organisation based within the partnership area

The following performance measures were implemented to assess the successful implementation of the strategy

- **% of Carers identified by the partnership**

This refers to the number of new Carers identified by the partnership during the year.

There were a relatively low number of *new* carers identified by the partnership during the year. Out of the 71,497 carers in the ABUHB area, only 306 new carers were recorded to be identified, equating to 0.47%. Newport Local Authority recorded the highest number of new carers identified. There have however been issues recording the number of new carers identified, particularly for the ABUHB as health board IT systems locally and nationally do not currently allow for patients to be identified as carers.

- **% of staff within the partnership area who have undertaken training**

The term training includes the completion of online e-learning as well as attendance at dedicated training sessions designed to raise awareness of Carers. The distribution of information leaflets is not classed as training for the purposes of this indicator. The term staff refers to all staff and professionals at all levels within the NHS and partnership area, as per the national guidance issued within the Measure e.g. Nurse Ward Managers, District Nurses, Health Visitors, Paediatricians, Social Workers and Social Care Worker etc

Out of the 19,000 staff employed across ABUHB, 5 Local Authority Social Care departments and the Third sector, 727 received Carer's awareness training during the year. This equates to 3.8% of all staff employed across the partnership.

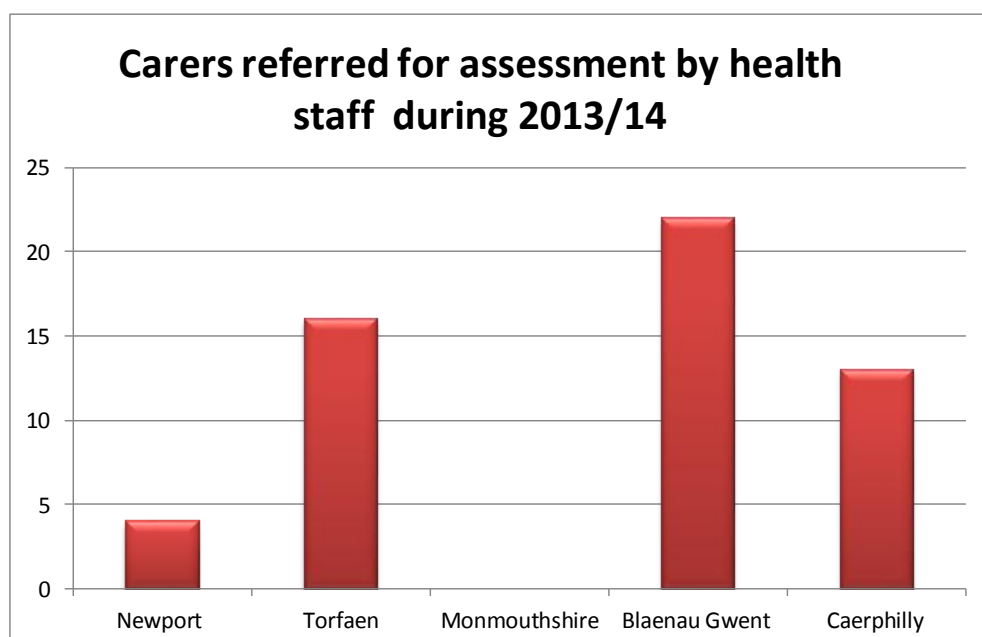
Organisation	Level 2 training	Level 3 training	E learning	Number of staff trained
3 <sup>rd</sup> sector	27		17	44
ABUHB	243	49	300	592
Community services (ABUHB)			20	20
GP's			36	36
Dentists			2	2
Local Authorities	12		20	12
<b>TOTAL</b>	282	49	395	<b>726</b>

There have been issues recording the number of Local Authority staff who have undertaken the e-learning training due to the compatibility issues with IT systems. The actual number of Local Authority staff who have undertaken the e-learning training is considerably higher than 12, however this is not able to be recorded at present.

The online training tool was only available from November 2013, meaning the figures in table 1.0 only reflect part year findings.

- **% of Carers who have been referred for an assessment**

This refers to the number of Carers referred to relevant agencies within the partnership area for a Carers assessment by health staff. The term "health staff" refers to any person employed by a health board or General Practitioners

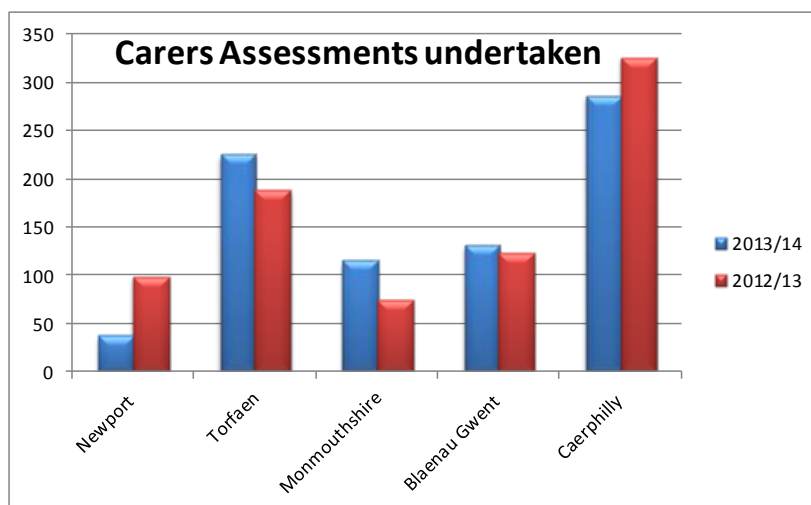


There were a relatively low number of carers who were recorded to have been referred by health staff for a Carers assessment. Across the ABUHB partnership area, only 55 out of the 794 Carers assessments undertaken during the year came from referrals from health staff, equating to 7% of the all referrals. Blaenau Gwent had the highest number of referrals from health staff with 13.3% of all referrals during the period coming from health.

- **% of Carers who take up an assessment**

This refers to the number of Carers (of adults) aged 18 or over known to social services

The number of Carers assessments undertaken across the ABUHB area during the year was 794, which is substantially higher than the actual number of new Carers identified. The area which undertook the highest number of Carers assessments was Caerphilly.



Torfaen, Monmouthshire and Blaenau Gwent all undertook more carers assessments during 2013/14 compared to 2012/13 as shown below. One reason for this increase could be the increased awareness of Carers through the associated training that has taken place through the Carers Measure; however this theme is not replicated in Newport or Caerphilly.

	Newport	Torfaen	Monmouthshire	Blaenau Gwent	Caerphilly
2013/14	37	225	115	112	286
2012/13	98	188	74	123	326

## Young Carers

Specific data relating to Young Carers was collated locally as demonstrated in the following table:

Young Carers	Newport	Torfaen	Monmouthshire	Blaenau Gwent	Caerphilly	Total
<b>Total number of Young Carers per area</b>	503	396	246	302	696	2143
<b>Total number of employees per organisation (Young Carers Services/projects)</b>	2.5	1	3	2	11	19.5
<b>Indicator 8a:</b> The number of Young Carers supported by the project	155	60	161	32	247	669
<b>Indicator 8b:</b> The percentage of Young Carers supported by the project	31%	15%	65%	11%	35%	31%
<b>Indicator 9:</b> The number of referrals made into the service	68	35	57	32	165	361
<b>Indicator 10a:</b> The number of Young Carers who attend training during the year	12	21	13	20	20	86
<b>Indicator 10b:</b> The percentage of Young Carers who attend training during the year	19	35%	8%	63%	8%	13%
<b>Indicator 13a:</b> The Number of staff that have undertaken training relating to Young Carers						

- a) 31% of all identified Young Carers are currently being supported by Young Carers projects/services
- b) Monmouthshire has the highest % of Young Carers who are supported by their Young Carers service with 65% of all known carers in Monmouthshire accessing their services. Blaenau Gwent has the lowest % of Young Carers being supported by their project at 11%, however both areas have the highest number of Young Carers who receive training with 35% and 43% of all Young Carers being supported accessing some form of training. Caerphilly has the highest number of referrals being made into their service
- c) Overall, 13% of Young Carers accessing Young Carers projects have received training over the past year

- d) The Young Carers e-Learning package is still under development nationally. Therefore no staff across the partnership have received this training.

• **Consultation**

A qualitative consultation exercise was undertaken with Young Carers who engaged with the Young Carers projects to identify their experiences in relation to involvement in decision making and information and advice received from the partnership. Two questions were asked and the results were scored out of 5 using the following criteria

- 5 = Excellent**      Staff gave me a lot of useful information to help me in my role as a young carer and helped me access young carers services
- 4 = Good**            Staff gave me information to help me in my role as a young carer
- 3 = OK**                Staff gave me some information that was useful
- 2 = Poor**             Staff offered little if no assistance
- 1 = Bad**              Staff did not help me at all and did not recognise that I was a young carer

<b>Q1. How good/bad professionals are at talking to you and involving you in decisions about the person you care for</b>	
	Average
Health	2.7
Council	3.0
YCP	4.6
Education	2.7

<b>Q2. How good/bad you think professionals are at giving you information and support as a young carer</b>	
	Average
Health	2.4
Council	3.3
YCP	4.6
Education	2.5

The services provided from the Young Carers projects scored highly. More work is being done in 2014/15 to train staff in the ABUHB partnership area with particular emphasis on schools to identify and support Young Carers

**9.0 Challenges**

There has been a delay in commencing delivery of the All Wales Young Carers E-learning tool. The tool was procured in 2013 and is awaiting final details nationally. The license for this tool will begin from the date the tool is live in ABUHB



There have been considerable delays in recruiting a Training Officer to the Carers Measure team. Following the resignation of the original post holder in summer 2013, the post was readvertised throughout the partnership. The first recruitment drive failed to attract any suitably qualified candidates. The post was readvertised and extended to include job share. No appointment was made. The post has been readvertised and further extended to also include secondment opportunity. Interviews took place in early February 2014 and a training officer commenced employment in April 2014. Although the absence of a training officer has impacted on the number of training workshops delivered, to maintain momentum a contingency plan was put in place whereby the Young Carers officer delivered level 2 training workshops on a limited scale

It has been challenging for all Health Boards in Wales to collect Performance Indicators that identify Carers in Health Boards. No national processes are in place to collect this data. Welsh Government is aware of the difficulties in collecting this data and accepts that the indicator relating to identify Carers will be reflected in statistics provided

## **10.0 Way forward**

Implementation of the ABUHB area Information and Consultation Strategy is based on a number of targeted work programmes, progress against which is overseen and steered by the Programme Board. Key areas of progress include the training and awareness of staff over the next 3 years identification and implementation of support mechanisms for young Carers.

Over the next year there will be greater emphasis placed on strengthening existing partnership networks in order to deliver a holistic approach to implementation of the Strategy. Awareness of the Strategy will continue to be promoted through a range of forthcoming GP events and conferences. Networks and partnerships with education and schools will be strengthened to raise awareness of support to Young Carers. Further work will be done to support GP surgeries in identifying and signposting Carers, including work to establish a network of Carers Champions

The implementation plan highlights several planned initiatives over the next three years. In particular these work streams sit alongside wider initiatives that feed into the Carers Measure e.g. mental health. As dementia becomes more common in our ageing population, we are keen to make sure that staff have the knowledge, skills and support to understand the impact of dementia on people's experience of care.

Engagement and involvement of Carers in progressing implementation of the Strategy remains pivotal and the structure implemented will continue to include Carer representation at all levels.

**Author: Naheed Ashraf, Carers Measure Strategy Coordinator**

**Sponsored by: Denise Llewellyn, Nursing Director ABUHB**

**Date: 28<sup>th</sup> May 2014**

<p><b>Organisation</b></p> <p><b>Aneurin Bevan University Health Board</b></p>	<p><b>KEY AIM (From Carers Information and Consultation Strategy)</b></p> <p>To ensure that Carers receive the best possible information and advice relevant to their caring role.</p>	
--	--	--

**Priorities ( What we are trying to achieve)**

1. Coordination staff, based within the ABUHB will be appointed to coordinate to the actions outlined in the strategy, by liaising with key partners
2. The procurement of a specialist online training resource that will allow us as minimum to deliver Carer Awareness training to frontline of NHS, social care and /third sector staff
3. Training for each organisations own staff such as Nurse ward Managers, district Nurses, Health visitors, GP’s, surgery staff, Paediatricians, social Workers and social car workers on their role in successfully delivering the strategy
4. The development of local information and advice service so that information is coordinated across the partnership area (general information materials, launch events etc)
5. The development of new information and advice materials for /Carers in a range of accessible formats and languages, including Young Carer specific information

OBJECTIVES (YEAR 1)	LEAD OFFICER	KEY MILESTONES	Progress	RAG status			BUDGET REQUIRED	
				Red	Amber	Green	Appendix B	
<b>Carers are promptly identified by NHS and Social Care staff</b>		<b>Establish key Carers Measure leads</b>	A local structure has been established led by the Director of nursing. This comprises of a Programme Board, Executive Board, Four subgroup workstreams (Training and Education , Information and Communication, Young Carers and Performance Monitoring)					
			A Carers Measure team was appointed					
			A clinical lead for the GP Local Enhanced Service was developed in recognition of the central role played by GP's in identifying and supporting Carers					
		<b>Identifying Carers champions</b>	A non-executive Board member was designated the Health Boards Carers Champion in September 2013					
			The role of Carers champions was established with a view of creating champions across the ABUHB partnership , GP surgeries and in education					
<b>Ensure that NHS staff as a minimum are able to signpost Carers that they come across</b>			A staff intranet page has been set up at Aneurin Bevan University Health Board to raise awareness of the Carers measure and its implementation with links to the 5 Local Authority websites					
			Posters have been displayed throughout Health Board hospitals, clinics and buildings, Local Authorities, Third Sector and Primary care. These provide key contact details to signpost Carers					

			A poster suitable for Young Carers has been designed for distribution throughout the ABUHB partnership and in schools		
			Carers information cards showing key contact details have been placed in all ward bedside lockers across the Health Board		
			Information has been displayed on some electronic hospital waiting area screens e.g. Ysbyty Aneurin Bevan hospital		
			Carers information packs have been distributed throughout Primary and Secondary care.		
		<b>Delivery of a comprehensive 3 level Training Programme</b>	A Level 1 Carer awareness leaflet has been disseminated to 100% of staff in ABUHB, Local Authorities, Third sector and Primary Care. The leaflet raises awareness of Carers issues to help staff identify and signpost Carers		
			A level 1 Young Carer leaflet has been developed and distributed throughout the ABUHB partnership		
			At level 2, the All Wales Carer Aware E-Learning tool was procured to develop staff training on Carer-related issues. The tool has been made available to the Local Authorities, Third sector and Primary care. Training has also been made accessible to colleges and universities to capture potential future student employees		
			To ensure flexibility of training delivery, Level 2 training led workshops have been delivered to staff across the Health Board, particularly for staff unable to access e-learning.		

			At level 3 Local Authorities have delivered Carer awareness presentations to senior staff at their Scrutiny Committees		
			Level 3 training has been delivered to senior Health Board staff		
			Presentations have been delivered at General Practice CPD events across the ABUHB partnership area		
			Carer awareness has been embedded into ABUHB induction programmes by using posters and pull up banners that raise awareness of signposting. Work is underway to incorporate Carer Aware e-learning into Induction programmes and a training DVD has been developed		
			The All Wales Young Carers E- learning tool has been procured. The package is still under development nationally		
			A Young Carer level 2 training workshop has been developed and piloted. In readiness to be rolled out across the ABUHB partnership area		
			A coordinated programme for delivering Young Carer workshops to staff most likely to come into contact with Young Carers is under development		
<b>Carers are consulted with in relation to the</b>		<b>Engage with Carers to ensure that they are partners</b>	Carers are key partners in progressing implementation of the Strategy and are represented on the Programme Board and Sub-groups		

<p>person they care for</p>			<p>Carers have been fully involved in the Recruitment and Selection process for the Carers Measure Team</p>	
			<p>Carers expenses reimbursement policy has been put in place to encourage and support Carer involvement</p>	
			<p>ABUHB has contributed the All Wales National Survey The results of which will inform service development</p>	
			<p>Clear systems are in place for staff to refer for an assessment e.g. Staff are trained to provide advice, information and signposting including the right to an assessment of their own needs. The training is ongoing. Further work is required which will look at ABUHB internal policies and procedures</p>	
			<p>A Young Carers consultation event took place in June 2013 to look at the type of information Young Carers need to help them in relation to the person they care for through webpage development opportunities and development of a DVD. Carers were represented from the 5 Gwent Local Authority areas. The consultation was a success and web page content for Young Carers has been developed with input from a Young Carer. This contains a summary of information for Young Carers and links to relevant web pages.</p>	

			<p>A Young Carers consultation took place in March 2014 to ascertain Young Carers views on being involved in decision making and the information and support received from the ABUHB partnership service areas. This demonstrated that the Young Carers projects are key to delivering services to Young Carers</p>		
			<p>In recognition of the challenges that Carers of those with dementia face , the Carers Strategy Coordinator is a member of the Carers Dementia Intelligent Targets Group and provides this group with regular updates on the strategies progress</p>		
<p><b>Carers are able to carry out their caring role effectively, safely and sustainably</b></p>		<p><b>Provide relevant, up to date and targeted information to Carers at every point of their journey through the NHS</b></p>	<p>Local Authorities have reviewed their services to Carers who find themselves in an emergency situation to ensure they are accessible</p>		
			<p>A Staff intranet page has been set up at Aneurin Bevan University Health Board to raise awareness of the Carers Measure and its implementation with links to the 5 Local Authority websites</p>		
			<p>Local Authorities use their own processes to ensure Carer information is accessible e.g. newsletters, internet</p>		
			<p>Several projects have been funded to help engage Carers. Collaborative working with Hafal provided information events in all Local Authority areas to increase engagement, encourage support and wellbeing to those dealing with Mental Health conditions</p>		



			A Young Carers Project was developed by Barnardos to provide three training events for young people of different age ranges to enable Young Carers to cope with their own emotional health and wellbeing associated with their caring role		
			Further work was carried out by Barnardos who deliver drop in sessions at schools to raise awareness on Young Carers issues		
			A coordinated programme of educational sessions was delivered by Age Cymru Gwent to cover topics such as New to Caring, Carers assessment entitlements, Stress anxiety and depression, welfare rights medication management, Mental Capacity act and healthy living		
			Person centred training was delivered jointly with the Disability Advice Project and Torfaen Carers centre. This included training on physical and emotional wellbeing, safe lifting, moving and handling, use of aids and adaptations, stress management and administering medication		
			All 5 Local Authorities made available information materials on improving physical health of people with severe mental health problems, safer moving and handling, introduction to assessments, coming out of hospital, taking a break and Carers allowance		
			Local Authorities have access to the Education Programme for patients for their Carers groups		

			A training needs analysis is being undertaken to identify current training provisions for Young Carers		
<b>Carers receive timely and appropriate information and support in undertaking their caring role</b>		<b>Ensure that relevant information (e.g. medication, treatment etc.) and support is provided to Carers</b>	During Carers week 2013, a mystery shopping exercise was undertaken to test accessibility to the key contact details provided in information materials. This highlighted some areas for improvement in accessing information which have been addressed		
			During Carers week 2013 , information stands were set up at 5 Aneurin Bevan University Health Board hospitals and various events took place across the 5 Local Authorities		
			<p>Information stands were set up at</p> <ul style="list-style-type: none"> <li>• Monthly Continuous Professional Development General Practice training events</li> <li>• Health Boards annual Nurse conference in September 2013, Health and Support Worker conference in October 2013, Families and Therapies conference in February 2014;</li> <li>• the Health Boards Annual General Meeting in September 2013;</li> <li>• Open day event at Ysbyty Aneurin Bevan in October 2013;</li> <li>• Carers Rights day in collaboration with Monmouthshire council in November 2013</li> <li>• Welsh Ambulance Trust event in February 2014</li> </ul> <p>This good work will continue at other planned events during the next year</p>		

			<p>Presentations were given to practice managers at General Practice CPD events to enable primary care to identify and signpost Carers at the earliest point of contact</p>		
--	--	--	---	--	--

**Carers Measure 2013/14**

**FINANCIAL PLANS**

**FUNDING AVAILABLE 2013/14** **200,500**

**EXPENDITURE**

**STAFF**

Band 5 1.0	7,424
Band 7 1.0	37,255
Band 3 Admin support 1.0	15,324
Travel	2,000
IT set up	1,000
Training Officer	2,820
Band 5 Young Carers support 1.0	16,735
	<hr/>
	82,558

**NON STAFF**

Carers reimbursement	4,000
Primary Care & GP development	49,500
	<hr/>
	53,500

**BIDS**

Barnados Young Carers	3,342
LAs	12,450
Disability Advice	5,877
Barnardos	2,046
Age Cymru	1,350
Hafal	8,180
	<hr/>
	33,245

**Carers Measure Team & Sub group requirements** **31,197**

**TOTAL** **200,500**

## CARERS STRATEGIES (WALES) MEASURE

*Draft Description:* The overall objectives of the Carers Strategies (Wales) Measure are to ensure that Organisations work in partnership with Carers, patients, local authorities, the Third sector, the private sector and other relevant groups to ensure:

- The identification of Carers by staff and professionals at all levels within the NHS
- The effective provision of relevant, up to date and targeted information to Carers at every point of their journey through the NHS
- Carers are informed of their legislative right to an independent assessment of their needs as a Carer

Aneurin Bevan  
University Health Board  
2013/14



Llywodraeth Cymru  
Welsh Government

### **Draft DEFINED SERVICE USERS**

Unpaid Carers in Wales who consider or are considered to provide, or intend to provide a substantial amount of care on a regular basis.

## HEADLINE PERFORMANCE MEASURES

**Indicator 1a:** The percentage of carers identified by the partnership during the year 0.47%

**Indicator 1b:** The number of carers identified by the partnership during the year 306

**Indicator 2a** – The percentage of staff within the partnership area who have undertaken training in relation to carers during the year 3.82%

**Indicator 2b** – The number of staff within the partnership area who have undertaken training in relation to carers during the year 727

**Indicator 3a-** The Number of adult carers who had an assessment or review of their needs in their own right during the year 775

**Indicator 3b-** The percentage of adult carers who had an assessment or review of their needs in their own right during the year 34.0%

**Indicator 4a:** The number of young carers known to the partnership who were assessed during the year 133

**Indicator 4b:** The percentage of young carers known to the partnership who were assessed during the year 35%

**Indicator 5a:** The number of carers that have been referred for assessment by health staff during the year 55

**Indicator 5b:** The percentage of carers that have been referred for assessment by health staff during the year 7.16%

## Data Development Agenda

% of Carers that report their health has deteriorated as a consequence of caring

% of Carers that report they are valued as a partner in care

% of Carers that are referred to services in a timely manner

% of individuals admitted into hospital following breakdown of support systems for their Carer

% of staff trained at senior management, middle management, and operational level

% of Carers that are satisfied with the level of consultation in relation to service provision

## WHAT WE HAVE ACHIEVED?

- Used a range of communication methods to help identify and refer Carers
- Developed a Local Enhanced Service to enable identification in GP practices
- Procured the Carer Aware E-learning tool
- Ensured the Carer Aware training tool was accessible to the partnership and Primary Care
- Procured the Young Care aware E-learning tool
- Developed training workshops for staff

## STORY BEHIND THE BASELINE

- **Indicator 1** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- **Indicator 2** – very limited staff across all of the local authorities have been recorded as receiving training
- **Indicator 3** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- **Indicator 4** – we have yet to establish a baseline figure for the total number of young carers across the partnership area. This is because the census information does not record the number of young carers per local authority. We are currently exploring other ways of devising this baseline information.
- **Indicator 4** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- **Indicator 5** – includes limited information from Newport and Monmouthshire Local Authorities in relation to quarter 2
- Newport and Caerphilly are the local authority areas which have the highest number of young carers supported by a young carers project/service.

## PARTNERS WHO ARE HELPING US

- Aneurin Bevan University Health Board
- Newport City Council
- Torfaen County Borough Council
- Caerphilly County Borough Council
- Blaenau Gwent County Borough Council
- Monmouthshire County Council
- Gwent Association Voluntary Organisations
- Torfaen Voluntary Alliance

## WHAT WE ARE GOING TO DO TO IMPROVE PERFORMANCE

- Coordinating information from 7 different organisations has proved challenging, however we now have a sufficient baseline to begin to monitor progress
- Data from this recording period does not include Local Authority staff that have undertaken online carer aware training. We are confident that in the next recording period, we will significantly increase our performance, as we will include all staff who have undertaken this training.
- As more health staff receive carer awareness training, we expect the number of referrals for carers assessments to increase which will impact on Indicator 3