



Cwm Taf Morgannwg Carers End of Year Report 2021 – 2022

Eligible activity includes:

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

1) Supporting carers in general practice

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

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

Action taken

Due to the Coronavirus pandemic, 2021/22 has continued to be challenging. In order for services to continue to meet the need of Carers across the Cwm Taf Morgannwg (CTM) region, organisations have adapted their working practices. Bridgend County Borough Council (Bridgend CBC), Merthyr Tydfil County Borough Council (MTCBC), Rhondda Cynon Taf (RCT) County Borough Council (RCTCBC) and Cwm Taf Morgannwg University Health Board (CTMUHB) continue to work collaboratively in improving support, information and recognition of Carers, whilst making best use of a wide range of knowledge, expertise and support services.

Services for Carers in CTM are provided by a range of organisations in the statutory and Third Sector. As well as accessing general services, like GP Surgeries, there are also specific services to support Carers, including young Carers and young adult Carers. These include:

- In RCT, a Carers Support project run by the Local Authority.
- Services commissioned from the Third Sector including Action for Children, Barnardos and Age Connects Morgannwg.
- A network of Carers Champions in settings across the health sector.
- In Merthyr, services to support Carers were commissioned from third sector organisations and MTCBC have appointed a Carers Coordinator.
- Across Bridgend, Carers Trust South East Wales provide Information and Advice to Carers.
- A Carers Hospital Discharge project across the CTM Region.

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

In addition, CTM deliver Agored Carer Awareness training, this accredited course assists learners to identify and support unpaid Carers. Due to current coronavirus restrictions the training has been adapted to be delivered online with participants from community mental health and GP practices. With the recent easing of covid-19 restrictions CTMUHB are driving the Agored training forward and are seeing a positive response from health, GP practices and third sector organisations.

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

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

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

During 2021/22 CTMUHB, Bridgend CBC, MTCBC and RCTCBC have sustained the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers. This CTM end of year report highlights the key areas of work and provides examples of the progress made.

Following discussion with colleagues from Bridgend CBC, MTCBC, RCTCBC, Bridgend Association Voluntary Organisation (BAVO), Interlink Rhondda Cynon Taf, Voluntary Action Merthyr Tydfil (VAMT), the CTM Regional Planning Board (RPB) and CTMUHB – recommendations were made to the CTM Carers Partnership Group and then approved by the RPB's Transformation Leadership Group in the allocation of the 2021/22 Welsh Government's Carers Grant.

£161,000.00 of the WG Carers funding was allocated through an application process. Organisations were able to bid up to £50,000 of projects to engage with Carers of all ages. The successful projects are listed below:

Name of organisation	Project Name	Outline of project/Areas included	Duration	Funding Received
CTMUHB	Carers Co-ordinator	The Carers Co-ordinator will work across the region with GP practices, hospitals etc. and engage with Local Authorities and Third Sector organisation assisting them to identify Carers in the community.	1 year	50,000
Citizens Advice Merthyr Tydfil (CAMT)	CAB4Carers	CAMT will deliver a bespoke service focussing on Carers: <ul style="list-style-type: none"> Hospital Discharge Ongoing support in the community This will be delivered across the region.	1 year	43,744
Action for Children RCT Young Carers Project	School Delivery Works	Action for Children will work in schools throughout RCT to raise awareness of young Carers and share their stories. This funding is to add additional hours to the current provision.	1 year	5,000

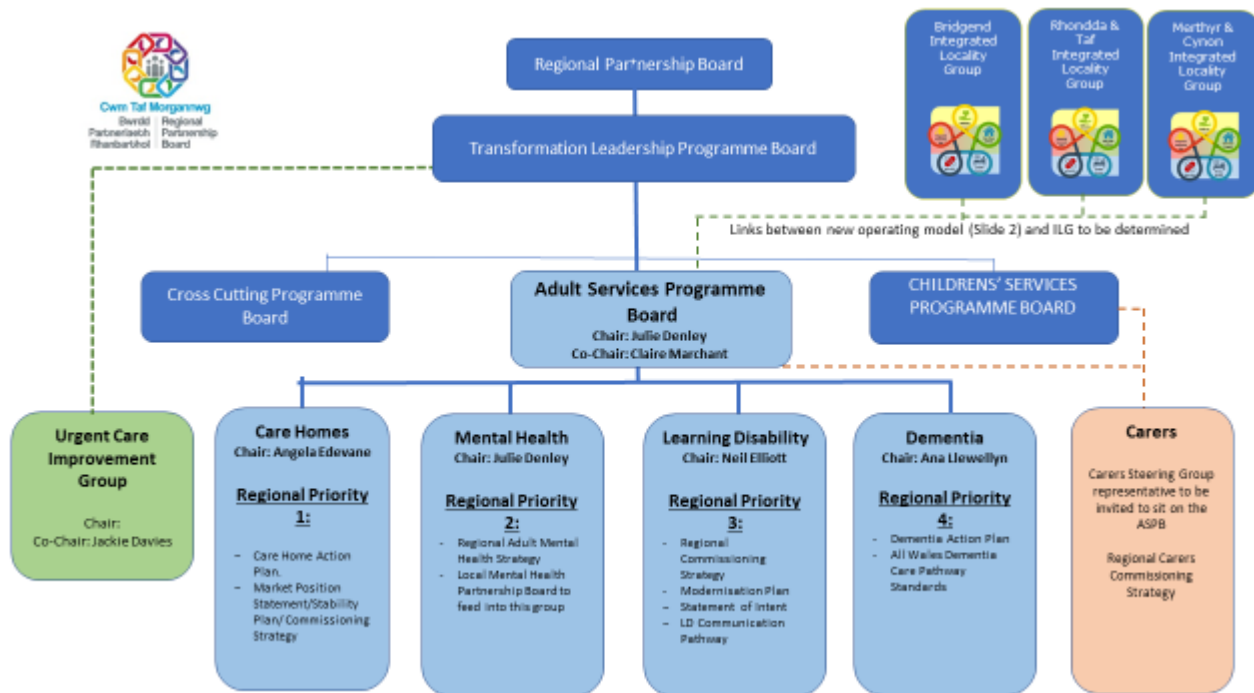
CASE (Care & Support Each Other)	CASE YACS	CASE have proposed a calendar with a series of Learning and skills events that reflect the theme of culture, education, physical and mental wellbeing alongside resilience in RCT.	1 year	1,875
ASD Rainbows	Rainbows families	This project will employ a Family Outreach Worker to work across CTM. They will carry out community work with families offering the individualised support needed to enable families to access community activities/support. They will also run a parent and child group for a year.	1 year	27,691
MTCBC	Barnardos	MTCBC with Barnardos supports opportunities for Young Carers to socialise with other Young Carers outside of school and offers opportunities to be active and go on holidays without the people they care for.	1 year	5,000
Taf Memory Assessment Service, CTMUHB	Support Projects	This funding will be distributed between a number of projects that will assist Carers and also individuals living with Dementia. Accessing professional and peer support for not only their own health and wellbeing, but also in giving them the tools to be able to help maintain the health and wellbeing of the individuals they are caring for. This will be in the Taf area.	1 year	2,324
RCTCBC	Carers Support Project	A bespoke counselling service to support young Carers during the Covid-19 pandemic	1 year	5,000
Bridgend County Borough Council	Bridgend County Borough Council	Aims to set up a young Carer network in Bridgend giving young Carers a voice and delivery of service	1 year	5,000
Merthyr Tydfil County Borough Council	Merthyr Tydfil County Borough Council	Carer activity sessions	1 year	5,000
Trinity Care & Support	Trinity Care & Support	Providing respite for Carers and their families	1 year	10,000
Cwm Taf Morgannwg UHB	Dementia services	Providing activity and craft resources for dementia Carer group	1 year	366

Please explain:

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

The Cwm Taf Morgannwg Carers Partnership Group

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



The CTM Carers Partnership Group has met during 2021-22. Currently membership consists of: Bridgend CBC, Merthyr Tydfil CBC, RCT CBC, VAMT, BAVO, Interlink, Citizen Advice Bureau RCT, CTM MIND, a Carer representative and CTMUHB.

Statement of Intent for Carers

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



Statement of Intent
Carers.docx

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

CTM Carers A-Z Guide

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

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



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Cares A-Z English w/ Cares A-Z Welsh wel

Rhondda Cynon Taf County Borough Council

Carers Counselling Service

The existing contract for Carers Counselling was increased using the £5,000 grant, plus an additional £2,000 from our core budget, to provide increased counselling sessions throughout 2021/2022. This has allowed for an additional 3 sessions per week on top of the 6 covered by the basic contract. This has allowed a reduction in the waiting list from 6 months at the start of the year to 4 months at present. The demand for the service has remained high throughout the year, with more than 50 unpaid carers currently on the waiting list.

Young Adult Carers (YAC) Service

The YAC service had a new support worker in January and have had a busy end to the year. They have utilised the grant money to fund a pizza and quiz night in January to meet the new worker and plan their activities and priorities for the coming year. In February they enjoyed a trip to Escape Rooms in Cardiff, focusing on building their teamwork and social interaction skills. In March they visited the White Water Rafting centre in Cardiff. This event was extremely positively received with every attendee scoring the event 5/5 overall. As for measurable outcomes, some YAC's reported back it was "just what they needed" as a break from their intense caring role at home, just to have fun and relax with their peer group.

Bridgend County Borough Council

The Bridgend Carers wellbeing service (CTSEW) have worked tirelessly throughout the pandemic to provide support to Carers, they introduced a telephone support service that was available twenty four hours a day, seven days a week. They did this at no additional cost and through the goodwill of their staff.

Young Carers Network



Bridgend%20Young
%20Carers%20Netw

Merthyr Tydfil County Borough Council

Unpaid carers experience day grant update

Merthyr Tydfil CBC carers project applied for funding from Cwm Taf UHB for unpaid carers experience days, within our application we put forward that if funding was awarded carers would be able to attend coach trips to access days out, outdoor activity days and Bike Park Wales experience days. I

approached our carers from our carer database and carers within third sector groups to then be able to organise experience days but unfortunately I was met with no interest from carers to attend any of the above.

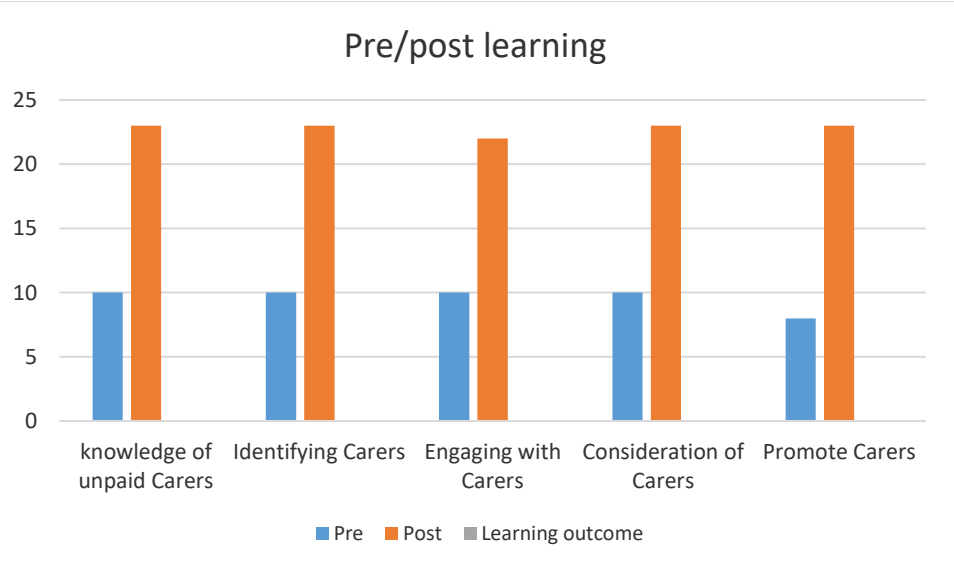
I feel that as we were awarded Welsh Government grant funding for carers innovative respite that carers took the opportunity to have a break away from their caring role in a different form of respite. From this we have learnt to coproduce with carers to see what respite would look like for them before applying for funding.

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

Using course feedback forms we have been able to evidence the benefit of the Agored training in GP surgeries (graph 1)

There is a stark difference in the pre and post course knowledge which demonstrates GP surgeries who have undertaken training are more knowledgeable in recognising, identifying and supporting unpaid Carers.

Graph 1



Annual Action Plans

The CTM Carers Action Plan is not a fixed and final plan, but a framework which sets out work to be taken forward over 2021/22. The Action plan is developed with detailed key actions, lead responsibilities, timescales, resource implications and performance measures, which will focus on the outcomes we (the partners) want to achieve.

During 2021-22, due to the impact of the pandemic on the working process, we were not able to update the action plan. Work is currently underway to update the action plan for 2022-23



Action plan
2021.docx

Outcomes we want to achieve and monitoring progress

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

An annual report on progress of the action plan will be reported to the CTM Transformation Leadership Programme Board, as well as the individual organisations i.e. the three Local Authorities, CTMUHB and WG.

Feedback from carers who have accessed and used these services.

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

Susan is an unpaid carer for her brother, Colin. Her brother has been in hospital for many weeks. She has been referred to CAB4Carers for help with issues she is currently facing.

Susan's nephew has been helping her to prepare for Colin's discharge from hospital. Her nephew did not understand how many issues Susan was suffering herself until he started to help her prepare for Colin's discharge.

Susan was currently classed as 'Jobseeker' and was claiming Job Seekers Allowance (JSA). This was her only income. She was receiving help paying her rent through Housing Benefit. She was also receiving Council Tax reduction. As Colin was living with her, the Housing Benefit was being reduced as he was a non-dependant.

The CAB4Carer adviser, Jack looked at both her and her brother's income. Jack was able to secure £73 a week for Colin through State Pension Credit. This now meant that she was no longer a non-dependent. Susan's Housing Benefit increased to cover all the rent. We also helped Susan and her own health. We signposted her to her Housing Association for an assessment for aids and adaptations. We have also advised her on support she could get from her Local Authority, including a carers assessments. Susan was advised about other services for carers available to support her well-being. At present felt she was happy now that her money worries were being alleviated.

Specific questions to be addressed:

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

Cwm Taf Morgannwg Carers Co-ordinator

In CTMUHB, there is a Carers Co-ordinator who:

- Attends public and virtual events such as the Health & Wellbeing forum
- Delivers Agored training to health and third sector organisations.
- Produces promotional materials and merchandise.
- Attends Senior Nurse meetings to promote the role of a Carer.
- Organises the annual Carers conference
- Attends Nurse Induction sessions for all new nurses joining CTMUHB.
- Uses social media as an information sharing platform

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

Carers Conference

Due to the Coronavirus pandemic there was no Carers conference in 2021-22. This is an event we hope to achieve in 2023.

Awareness Sessions

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

Cwm Taf Morgannwg Intranet/internet page

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

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

GP Support Officers (GPSO)

Merthyr Tydfil Primary Care Cluster have GP Support Officers (GPSO's) who engage, signpost, offer advice and work with patients to influence cultural and behavioural change for service users within a Primary Care setting. They advise/assess service users and address social issues and offer support. They promote independence and enable service users to take responsibility for their own health and wellbeing. GPSO's support the reduction of attendance within general practice for non-medical intervention and will make referrals to Merthyr Tydfil CBC and the Third Sector.

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

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

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

AGORED Cymru

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

There are currently 19 learners registered for the Agored training and 4 have completed. Learners are from health, GP and third sector organisations.

During the pandemic, and for the safety of staff and visitors the Carers Co-ordinator was unable to visit GP practices and continue training. New ways of working were identified and training is now being delivered virtually.

Regular updates are posted on social media and internally to inform Carers what is available to them, there is also a designated Carers page in the internet which provides information for staff who are Carers. This also promotes and encourages Carer champions to be identified throughout clinical settings, we currently have 61 Carer Champions registered who are sent regular bulletins on carer events and information which they can promote in their area of work.

The CTM Carers Co-ordinator will continue to reinvigorate and recruit Carers Champions in 2021/22.

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

GP Leaflets

The Carers Co-ordinator has designed and distributed Carer booklets to GP Practices which has a registration form enabling a Carer to complete and hand to their Carer Champion. This has encouraged Carers to self-identify and engage with their GP surgery. These are available to all GP surgeries across the region.

Carer Notice Boards

Each surgery signed up to the Agored training is given a Carers Notice Board that is updated by the Carers Champion monthly. There is also a Carers Champion poster to notify patients who their Carers Champion is. Relevant information has continued to be disseminated throughout the pandemic.

Carers Champion Badges

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

Primary Care Communications Lead

The Carers Co-ordinator has liaised with key personal in Primary Care to promote good practice by using case studies of the Carer related work being undertaken in GP surgeries across CTM.

What are the tangible outcomes for carers?

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

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

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

The CTMUHB Carer's Co-ordinator also sends timely and relevant information they may find beneficial. If there is a specific request that Carer Champions may not know where to signpost, they

are able to contact the CTMUHB Carer Co-ordinator for advice. There are also community coordinators in each GP surgery which Carer Champions are able to signpost Carers for further information and advice. GP surgeries also use their television monitors to inform patients of Carer services.

2) **Discharge from hospital planning**

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

Action taken

Carers Hospital Discharge Project

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

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

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

Please explain:

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

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

For young Carers we have sustained our partnership with Barnardos, Merthyr Tydfil. During lockdown CTMUHB was able to provide photocopying facilities which enabled Barnardos to deliver activity packs. CTMUHB also purchased 30 copies of a children's book written by young Carers which will be distributed throughout our children's wards.

On Carers Rights Day we raised awareness of Carers of all ages on our social media platforms. This was in place of the information stands in each of our general hospitals with third sector organisations that would have normally been held. These information stalls enable our partners to promote their services to Carers.

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

Throughout Merthyr Tydfil, Rhondda Cynon Taf and Bridgend there is a total of 80 General Practitioners. All were sent letters inviting them to nominate a Carer champion and the opportunity to undertake the AGORED training. We had an initial response from 18 requesting more information. From these, 10 practices enrolled staff to undertake the training, in total 13 staff (with some practices putting two through training). To date we have successfully certificated 8 learners (2019-20) and the remainder are continuing with the AGORED course. No members of staff completed the training course in 2020-21 but have continued the course so will complete in the coming months. We use an in-house spreadsheet that is regularly updated to track the learner's progress. In addition we send letters to all 80 General Practitioners, dentists, pharmacies and opticians on a regular basis to try to engage them further and increase nominations for this course.

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

Specific questions to be addressed:

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

CTMUHB are currently delivering Agored Carer Awareness training to the Mental Health services. This training is scheduled until June 2022 ensuring all staff are captured. Early feedback from learners is positive and are identifying ways in which they can adapt services to increase Carer support.

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

If Carers are identified by clinical staff, they can be referred to our hospital discharge project. This will give the Carer the opportunity to raise any concerns they have regarding the service user being discharged.

It may be they require additional support or home adaptations. If identified these issues could be addressed before discharge, therefore giving the Carer more confidence to continue with their caring role at home and possibly reduce the need for re-admission.

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

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

Since April 2021 Cab4Carers have identified and signposted 168 Carers for further support.