

Carers Strategies (Wales) Measure 2010 – Update Report for Flintshire Scrutiny Committee

1. Situation

The Carers Strategies (Wales) Regulations were passed in December 2011. On 1st January 2012, the Carers Strategies (Wales) Measure came into force. This required Local Health Boards and Local Authorities in Wales to work together to prepare and publish a carers Information and Consultation Strategy.

The North Wales Carers Information and Consultation Strategy sets out how this partnership will provide information to carers and include carers in the arrangements made for those they care for.

BCUHB has taken the lead on developing the Strategy and putting its objectives into practice. This SBAR chronicles the progress made to date by the partnership.

2. Background

The main duties arising from the regulations and subsequent Strategy are as follows:-

- The Strategy was initially to cover a 3 year period and a review of the strategy should take place at 18 months. It has been recently announced the Strategy will now run over four years.
- The Strategy was approved by Welsh Government in January 2013 with some amendments requested. We are awaiting the Welsh Government to supply further information on strengthening the Measure for carers of people with mental health needs prior to publication. Therefore the Strategy remains in draft form (previously submitted to the Scrutiny Committee).
- A report on progress must be submitted annually to Welsh Ministers.
- The Local Health Board and Local Authorities must consult with voluntary organisations in the development of the strategy.
- The Local Health Board must engage with General Practitioners in the implementation of the strategy.
- The Strategy must set out how staff will be trained to deliver the requirements of the Measure.
- The Strategy must make clear the language and format by which the local strategies will be made available to Carers.
- The Strategy must set out the appropriate information and advice which the designated authorities are required to provide to carers.
- Carers must be consulted within a timely fashion.
- The designated authorities must ensure that Carers are made aware of their rights to a Needs Assessment by the Local Authority (or their agent) and assistance is provided to help Carers understand decisions taken if required.

- If decisions are taken in the absence of the Carer, these should be promptly explained.
- Designated Authorities should also ensure that consultation with Carers occurs at regular intervals and includes consideration of support at short notice.
- Due regard should be taken of the Carers age and any disability and cultural needs.
- Carers are signposted to voluntary agencies for support.

2.1 Funding Allocation

In December 2011 the Welsh Government announced the funding that had been agreed by Welsh Ministers to support implementation of the Carers Measure. This funding was originally for three years. The Welsh Government recently notified the Health Boards that this funding will be extended for an additional year (2015-2016) leading up to implementation of the Social Services and Wellbeing (Wales) Bill in 2016.

The funding allocation for Health Boards has been allocated according to the standard formula and BCUHB has been allocated a total of £238,400 (£20,700 of which is specifically for young carers) for 2013-2014. A commissioning plan for the funding is currently being drafted and will be overseen by the Carers Measure Project Board (this has Local Authority and 3rd Sector membership, see section 3 below).

3. Assessment of Local Developments

- Amanda Davidson, the BCUHB Carers Co-ordinator has been in post since December 2012 with the remit to lead the operational work of implementing the Strategies stated aims. An Administration Support and Data Collection role is in the processes of being created to support the Carers Co-ordinator.
- North Wales Carers Leads Strategic Group (NWCLSG) has been in operation since January 2011, this group consists of BCUHB representatives (one of whom chairs the group), Carers Leads from the 6 Local Authorities and representatives from the third sector carers organisations.
- An Operational Carers Group has been set up within BCUHB, which consists of representatives from each CPG and a Localities representative. The purpose of this group is to develop and implement local plans for implementation of the strategy. Carers Champions are in the process of being designated within the Health Board and they will attend this group.
- A Project Board has been set up to scrutinise and advise on issues around the Carers Measure and subsequent Strategy. The Terms of Reference for

this Board are currently being reviewed in partnership with the Local Authority representative to explore the possibility of this Board overseeing the delivery for the requirements of both the Carers Strategies (Wales) Measure and the (refreshed) Carers Strategy.

- There is a training programme in place to raise carer awareness within BCUHB. The Carer Awareness training is a one and a half hour programme of classroom based training. This was designed in consultation with a training sub group of members of the NWCLSG and incorporates the knowledge requirements of the Measure. Delegate feedback has been very good with staff wanting to further their knowledge base on the subject. With this in mind it has been proposed that basic awareness training moves to an e – learning system with an Advanced Practitioner course being designed for roll out late autumn 2013. The Advanced course will be open to Health, Local Authority and Third Sector staff. It will include a series of workshops aimed at challenging current practice where that practice appears to be at odds with the requirements of the Carers Measure, and will involve all partners, including carers, in the delivery
- Consultation with carers takes place through carers sitting on the NWCLSG and at arranged events such as the BCUHB sponsored 'Fun days' for 220 Young Carers from across North Wales and a number of events organised for Carers Week. Consultation is designed to ask carers what they want from their Health Service and to update them on progress with the Measure. Some consultations have been filmed with the intention to create a staff training film based on real carer experiences with health and social services.
- Identification and signposting of carers. During training staff become more aware of how to identify a carer and help carers understand the terminology. The partnership (NWCLSG) has developed a carer information leaflet. The aim is for BCUHB staff to use the leaflet for the initial discussion with carers and to provide them with information to signpost them on to further sources of help and support. It also complies with an obligation in The Measure to inform carers of their legal right to a carer's assessment of need. In order to comply with obligations to present numbers of carers identified to Welsh Government, a data recording slip is inside the leaflet and will be used by staff to complete information and return for processing. The carer information leaflet is presented in both Welsh and English.

4. Next Steps

- Take forward work plan to implement Welsh Government performance monitoring framework. Representatives from Local Authorities will be requested for this work stream
- Commence engagement work with GP practices; Welsh Government funding will be utilised to take forward this work stream which will include a data

cleansing exercise of GP Carers Registers, carer awareness training for practice staff, explore possibility of GP liaison posts

- Develop carers webpage on BCUHB website (in development at present)
- Develop carers training – proposal in place to utilise the current “look after me” course for carers, Education Programmes for Patients (EPP Cymru)
- Develop formal referral system for NHS staff to refer adult carers to sources of support

There is an Action Plan for the full three years included with the draft Strategy. It is anticipated this will vary in timescales, but not content, due to the Welsh Government decision to run the project over four years instead of the three years.

5. Recommendations

That the scrutiny committee accepts the up-date