

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 13 th December 2018
Report Subject	Regional Carers Strategy
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer Social Services
Type of Report	Strategic

EXECUTIVE SUMMARY

This report summarises the key decisions and activities undertaken to develop a North Wales Carers Strategy. The main purpose of this paper is to provide an overview of the strategy and any support information which will enable Scrutiny Members to make an informed decision as to whether Flintshire County Council can fully support and sign up to this North Wales strategy.

RECOMMENDATIONS

1	That members decide whether Flintshire County Council can fully support the North Wales Carers Strategy and sign up to it.
---	--

REPORT DETAILS

1.00	BACKGROUND
1.01	<p>The vision and development for the North Wales Carers Strategy has been led by:</p> <ul style="list-style-type: none">• North Wales Carers' Strategic Group• North Wales Carers' Operational Group• North Wales Young Carers' Operational Group• Carers Reference Group
1.02	<p>The strategy has been developed following the completion of the North Wales Population Needs Assessment and subsequent action plans and has been supported by the Regional Partnership Board. Flintshire has been represented on both the North Wales Carers' Operational Group and North Wales Young Carers' Operational Group and has had the opportunity to feed in information from a Flintshire Perspective.</p>
1.03	<p>Flintshire residents who attend the Case Reference Group have also had the opportunity to contribute to the development of this strategy. Wider consultation with Flintshire residents and staff has not been completed on the strategy itself. However, general feedback gathered from Flintshire carers and social services staff on what is important to carers was fed into the operational groups.</p>
1.04	<p>The feedback received from carers highlighted that good quality reliable support for the person cared for is of paramount importance and contributes to their well-being as carers and that carers value the range of support provided by third sector organisations. Carers also appreciate being listened to, being recognised, respected and heard by people responsible for designing and providing services for them and the person they care for.</p>
1.05	Summary of the Strategy
1.06	<p>The strategy is made up of three parts:</p> <ol style="list-style-type: none">1. A North Wales Vision for Carers Services2. Service Standards3. An Action Plan
1.07	<p>The Vision for services is made up of a number of wellbeing outcomes and each organisation committed to the strategy will agree to achieving following:</p> <ul style="list-style-type: none">• Promote general awareness of carers and caring to the wider population and to all relevant staff in the health and care sector.• Think carer in commissioning and assessing needs, with attention to rurality and those furthest from services for other reasons.• Involve carers of all groups and communities in decision-making and planning processes.• The early identification of carers at first contact with services.
1.08	<p>Also as employers, partners will be ask to:</p> <ul style="list-style-type: none">• Identify carers in the organisation• Adopt a carer friendly infrastructure

	<ul style="list-style-type: none"> • Commit to equitable provision for carers • Provide opportunities to hear the voice of carers in the workplace • Allow flexible working practices, where reasonable and practicable
1.09	The Standards within the document are adopted from the Triangle of Care, which are felt to be particularly relevant to local authorities and BCUHB. Partners working on the strategy feel these standards provide a strong base on which to develop services, with and for carer, across the region.
1.10	The Standards also require partner to ensure Carers can: <ul style="list-style-type: none"> • Access information and advice (and where appropriate formal advocacy) services tailored to the needs of carers in different life stages (e.g. young carers, parent carers, carers of adults), circumstances and conditions, and stages of the caring journey • Access training on the new skills carers may need when they begin or adapt to their new caring role and access to peer support when appropriate • Access an assessment (what matters conversation) as a carer in their own right.
1.11	The Standards also require partners to: <ul style="list-style-type: none"> • Ensure carers and the essential role they play are identified at first contact or as soon as possible thereafter • Develop a general care and support plan • Signpost to appropriate services • Determine eligibility for support to the carer to care • Ensure support plans are centred on personal well-being outcomes that carers have identified themselves, setting out the support to help them achieve their personal well-being outcomes. This will be subject to regular reviews by local authorities, and re-assessment of needs if a carer's circumstances change.
1.12	Partners are also required to ensure that: <ul style="list-style-type: none"> • Carers' views and knowledge are sought, shared, used and regularly updated as overall care plans and strategies are co-produced • Staff are carer aware and trained in carer engagement strategies from the outset • Staff are aware of and welcome the valuable contribution carers can make and be mindful of carers' own needs. (Staff need knowledge, training and support to become carer aware) • A carer focused introduction to the service and staff is available, with a relevant range of information across the care pathway • Policy and practice protocols on confidentiality and sharing of information are in place • Defined post(s) responsible for carers are in place (carers leads) • A range of carer support services are available.
1.13	Finally, the Strategy asks that local, sub-regional and regional commissioning gives carers a voice in local decision-making and makes sure that all services in the area become more carer aware and carer friendly. Commissioners are also asked to ensure services with carer expertise are able to raise the carer awareness of all agencies in an area.

	It is also incumbent on the commissioners to ensure services designed to find carers and help them to identify their needs and that commissioning support services for carers with particular support needs and /or entitlements.
--	---

2.00	RESOURCE IMPLICATIONS
-------------	------------------------------

2.01	None identified for Flintshire. Regional resources used to deliver the strategy.
------	--

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
-------------	---

3.01	As referred to in Section 1.02 and 1.03 above, consultation was carried out by the North Wales Regional Partnership Board.
------	--

4.00	RISK MANAGEMENT
-------------	------------------------

4.01	Not applicable to this report.
------	--------------------------------

5.00	APPENDICES
-------------	-------------------

5.01	Appendix 1 – The North Wales Carer’s Strategy – June 2018
------	---

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
-------------	--

6.01	<p>None.</p> <p>Contact Officer: Jane Davies, Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk</p>
------	---

7.00	GLOSSARY OF TERMS
-------------	--------------------------

7.01	(1) North Wales Population Needs Assessment: This report is an assessment of the care and support needs of the population in North Wales, including the support needs of carers. It has been produced by the six North Wales councils and Betsi Cadwaladr University Health Board (BCUHB) supported by Public Health Wales, to meet the requirements of the Social Services and Wellbeing Act (Wales) 2014.
------	--