

Action Plan following Ombudsman's Investigation into Carers Services – November 2024.

Finding	Action	Owner	Timescale	Commentary	Evidence
Amend carers' needs assessment forms	<i>"Include whether the cared for person has been involved/consulted and, if not, why not."</i>	Naomi Harper	November 2024	The report acknowledged that it is not always appropriate/feasible for the cared for to be involved in the assessment of the carer's needs, however recommended that it was added to be explicitly recorded the outcome of the considerations. This has been updated on both our internal assessment forms and the NEWCIS assessment forms. <b><u>Complete.</u></b>	
	<i>"Explicitly address and record the question of the extent to which the carer is able and willing to provide care."</i>	Naomi Harper	November 2024	The report acknowledged that this was addressed implicitly in our assessments however recommended that it was added to be explicitly recorded. This has been updated on both our internal assessment forms and the NEWCIS assessment forms. <b><u>Complete.</u></b>	
	<i>"Explicitly address and record the questions of whether the carer works, or wishes to work and whether they are participating, or wish to participate, in education, training or leisure activities, unless these considerations are not relevant, in which case the reason for this should be recorded."</i>	Naomi Harper	November 2024	The report acknowledged that this was addressed implicitly in our assessments however recommended that it was added to be explicitly recorded. This has been updated on both our internal assessment forms and the NEWCIS assessment forms. <b><u>Complete.</u></b>	
	<i>"Include whether the carer has been offered a copy of their assessment and the response recorded (excluding young carer assessment forms at Flintshire County Council)."</i>	Naomi Harper	November 2024	The report acknowledge that this was already in place on our Young Carers assessment forms. This has now been included to provide a copy of the assessment to the carer as default and record that this has been done. This has been updated on both our internal assessment forms and the NEWCIS assessment forms. <b><u>Complete.</u></b>	
	<i>"Include whether carers are satisfied with the assessment process and the outcomes identified to meet their needs and whether they are satisfied that the identified outcomes, at that point, will fully meet their needs, allowing their views, and any disagreement, or areas of unmet need, to be recorded."</i>	Naomi Harper	November 2024	The report acknowledged that Flintshire were alone in the investigated authorities to have a 6/12-week review section included on their Carers Needs Assessment form where a review of the identified outcomes can take place to ensure that the carers needs have been met and consider whether there is any further support required. However, the report recommended that we also include a record at the end of the assessment process with details of whether the carer is happy with the process and identified outcomes at that	

				point. This has been updated on both our internal assessment forms and the NEWCIS assessment forms. <b><u>Complete.</u></b>	
Carers Needs Assessment Factsheet	<i>“Ensure it has a carer’s needs assessment factsheet that includes the process of assessment, the role of commissioned service providers (where applicable), what carers may expect from the assessment and real-life examples of how carers have been supported, following an assessment. The factsheet should also be available in Easy Read format (a picture-based system to assist comprehension by those with learning difficulties), in Welsh and in other languages.”</i>	Naomi Harper	January 2025	We do already have a carer’s factsheet detailing the support available to carers. The factsheet is available on the Flintshire County Council website. Alongside this factsheet we also direct carers to the NEWCIS website which has a wealth of information. We have identified from this recommendation that our factsheet does not contain real life examples of how carers have been supported following a Carer’s Needs Assessment. We are looking to include some case studies when we revamp the carers information as we move over to the new Social Services website from early 2025.	
Template Letter	<i>“Ensure it has a letter template to include when sharing the completed assessment with the carer, which includes an outline of the outcomes of the assessment and an explanation of what the review arrangements are (or are not) and how carers can make contact to request a review or a re-assessment.”</i>	Naomi Harper	November 2024	We do already have a template letter to accompany the copy of the Carers Needs Assessment being sent to the carer. We have reviewed the information on the template and are confident that it meets this recommendation. <b><u>Complete.</u></b>	
Awareness training	<i>“Provide training to IAA / Social Work staff (with the exception of IAA staff in Ceredigion) to refresh knowledge of carers’ rights, reinforce the role they play in identifying and promoting carers’ rights, outline the process and the role of commissioned service providers (where appropriate) and to outline the types of support, including Direct Payments, that may be available to carers.”</i>	WDT	March 2025	Some SPOA staff informed the investigation that they had not had training on carers and carers rights. All SPOA staff to attend “Carers Needs and Awareness” training workshop provided by WDT. The next date for this course is 27 <sup>th</sup> February 2025.	
	<i>“Provide awareness training to wider council staff who, through the nature of their roles, come into contact with carers, to reinforce the role that other council departments play in the identification of carers.”</i>			Work to identify a suitable e-learning / training tool and communicate this across other portfolios and elected members	
Equality data	<i>“Review and prepare an action plan for improving the recording of equality information relating to carers. For Flintshire County Council, this relates only to the recording of equality data for carers who have had their needs assessed (which was requested by the investigation but not provided).”</i>	Performance Team / NEWCIS	November 2024	We have reviewed our current recording of equality data and are confident that we are able to provide the Ombudsman with the information that is being requested without a further action plan. <b><u>Complete.</u></b>	

Partnership with health	<i>"Confirm and share a plan for improving collaborative working with health services, including GPs, hospitals and pharmacies."</i>	Naomi Harper	January 2025	We work in partnership with Health to commission our unpaid carers services. Health representatives are members of the Flintshire Carers Strategy Group. We will work in collaboration with Health representatives to discuss ways of improving collaboration further.	
Review of Direct Payments	<i>"Review and implement a method of revisiting the use of Direct Payments for individual carers, to ensure that they meet the needs of the carer, including a process to allow for the consideration of an alternative provision of respite where they are no longer appropriate."</i>	Mark Cooper	February 2025	Respite provision is reviewed after 6 weeks and annually thereafter, we will review this process to ensure that Direct Payments are reviewed in the same manner.	