

Carmarthenshire Carers Action Plan – Monitoring Report

Executive responsibility:	Co-ordinator: JR	Date: 11/05/2016
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Status key:	No Code – action not due until the stated date	R - Red – not achieved	G – Green - achieved	A – Amber ongoing
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1. Health and Social Care

Desired Outcome 1.1: Carers receive appropriate, person centred and timely assessment

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
1.1a All relevant staff undertake the Carer Awareness E-learning course	To date 266 LA staff have registered for CAEL, 178 of those have passed. 154 people have registered for the YC aware EL and 49 have passed.	Ongoing	10	A	The risk of underutilising the training provision will drive up the unit cost per participant. This requires further promotion within the teams by management and, particularly, from senior management team.
1.1b All relevant staff undertake Carers' Assessment Workshop	Under development with the Carers Champions and CCC training dept. Format has been agreed with the detail being developed.	09/16 – 03/17	30	A	Revised target date due to introduction of the SSWBA which has mandatory training requirements that will take priority. Key assessment staff will be required to attend this training before and beyond April 2016. Realistically the workshops will not be rolled out until Summer/Autumn 2016. An aide memoire for practitioners relating to Carers and the Act is being produced as an interim measure

<p>1.1c Recruit Carers Champions within each Community Care Team to provide a local focus and knowledge base</p>	<p>The Carers Champions group is established. Progress is being made on the agenda below:</p> <p>Carers assessment workshops</p> <p>Carers Emergency/Identity card</p> <p>Contingency planning</p> <p>Carers Flexible Support Grant process</p> <p>Carer Awareness E Learning promotion</p>	06/15	80	G	<p>MH and LD Champions group is being facilitated by Alison Evans, HDdUHB. To explore joint working with this group.</p> <p>See 1.1b above</p> <p>See detail in 1.2c below</p> <p>Incorporated to CEC – see 1.2C below</p> <p>Process reviewed and agreed. Audit method agreed</p> <p>See 1.1a above</p>
<p>1.1d Conduct audit and quality appraisal of Carers Assessments and report to managers</p>	<p>This area of work is currently on hold until the new practice under the SSWBA has been embedded.</p>	TBC	0		<p>Deferred until the SSWBA has been embedded as it will introduce new practice models e.g. Integrated assessments.</p>
<p>1.1e Primary and Secondary care targeted to increase carer assessment referrals</p>	<p>The increased activity from GP's referring Carers for assessment was creating backlogs of assessments. Referrals were numerous and inappropriate. To address this two initiatives have been put in place:</p> <p>1) All referrals from Primary Care now go to the Carers Information Service based with The Carers Trust, and;</p> <p>2) The Carers Information service has been commissioned by HDdUHB to provide an Outreach Information</p>	ongoing	100	G	<p>This initiative appears to be working well but the influence on Primary Care is largely the outcome of the Carers Measure funding from WG. Recent letter from WG outlines a further 2 years of tapered funding to embed carers, promote partnership working and engage the 3rd sector in delivery.</p>

	<p>Service. 3 workers cover the CRT footprints and provide a home visiting service for carers. The Carers Information Service has invested in training for the workers on implementing the Carers Outcomes Star so that all carers referred can be screened using the Outcomes Star to determine whether referral for assessment is justified or whether more proportionate support can be identified from other sources..</p> <p>To illustrate this:</p> <p>Number of referrals from Primary Care between September 1st 2015 and December 7th 2015 = 128.</p> <p>During the same period 12 of these carers were referred on for Carers Assessment to the department.</p>				
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Desired Outcome 1.2: Community Care Plans will identify the contribution of unpaid carers and will include a contingency plan if the carer is unable to provide care.

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
1.2a Establish a task and finish group to review and promote best practice	This action is progressing slowly alongside the wider practice revision that has been driven by the new Act. The Carers Assessment Process map	10/16	35	A	To work with JT and JD to review and amend as necessary.

	has been the first process to be signed off by the Procedures and Processes Board				
1.2b Embed best practice through learning, development and supervision	See 1.1b and 1.2a above New commitment to staff supervision and appraisal will assist.	09/16	40	A	SCWDP funding secured for sessions in year 2
1.2c Review the Carers Emergency Card scheme and re-launch	<p>A comprehensive process has been developed that identifies 3 levels of CEC:</p> <p>Level 1 The card provides ID and a discount scheme (CCC Staff discount) Distributed by the Carers Forum.</p> <p>Level 2 Provides the above plus an 'emergency' facility that's available to carers and families who don't want services or who don't qualify for services. Distributed by CCC.</p> <p>Level 3 provides the above and will also facilitate a 'contingency plan' that recognises the need for support when the primary carer is incapacitated and unable to sustain caring duties. Distributed by CCC alongside SU care plans.</p> <p>The structure and role of Careline is being reviewed.</p>	09/16	50	A	No remedial actions required. The revised plan will require funding to a degree and this has yet to be agreed. To seek agreement on funding before progressing to implementation.

Desired Outcome 1.3: More Carer Support Groups in Carmarthenshire

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
1.3a Work with service providers to develop Carer support groups.	A published list of Carer support groups is available to Carers. New groups are being started. The list will be reviewed and republished bi-annually.	09/15	100	G	To maintain new group development as groups sometimes cease or become closed to new members.
1.3b Promote Carer support groups across primary and secondary care and within the area teams and communities	Carers Support Groups list shared with SC Teams, carers and provider partners on a regular basis with new groups added as they emerge.	ongoing	100	G	Even though there are now several Carer groups in the county there is always room for more – especially in rural communities. Work to address this is underway. Carers Forum meets 6 times annually and ensures inclusion by meeting across the county – Next meeting in NCE. Community Resilience Officers attend Carer Provider Forums.
1.3c Facilitate and support Carers groups	More groups for carers are now available. There remains a challenge in rural areas.	ongoing	100	G	As above.

Desired Outcome 1.4: Carers are meaningfully engaged by GP’s regarding the cared for person’s health and treatment options

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
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1.4a Produce information for carers about getting recognition from the cared for person's GP.	New posters and leaflets designed and printed for distribution across primary secondary and community care.	06/15	100	G	
1.4b Develop and implement a consent form that allows GP's to consult with Carers	This has been achieved through working closely with the Carers Information Outreach service who now accept all GP referrals for carers. See 1.1e above	09/15	100	G	
1.4c Work with Investors in Carers to promote better engagement with Carers by GP's	All GP surgeries in the county hold a Bronze level liC award. 1 has completed the Silver award and a further 6 surgeries are working towards the Silver award. Over 2845 carers now registered with GP's – up 4% on the previous quarter.	ongoing	100	G	

Desired Outcome 1.5: Carers health needs are recognised and facilitated

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
1.5a Work jointly with health colleagues and the liC team to develop a carer aware protocol for elective interventions and long term treatments.	Revised target date. Lead officer retired – to establish further contact through LHB management.	09/16	05		Key manager identified in HDdUHB – to seek a preliminary meeting to outline the issue and develop a forward plan.

1.5b Implement the protocol					As 1.5a above
1.5c Evaluate the protocol					As 1.5a above
1.5d Embed the protocol into practice					As 1.5a above

Desired Outcome 1.6: Service users and Carers have a named service coordinator

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
1.6a Carers will be included in the assessment and care planning process for service users and have their support needs recognised.	The introduction of the SSWBA will potentially have an impact on how we perceive and respond to Carers. A revised framework for assessment and care management is currently being introduced with integrated assessments forming a key function. New processes and procedures are being developed accordingly.	06/16	65%	A	
1.6b TASC to introduce caseload management/named worker.	Completed – this was introduced by TASC and has been retained.		100	G	

2. Carers and Employment

Desired Outcome 2.1 Carers have opportunity to gain employability skills

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
2.1a Re-establish the sub group Action for Carers Equality (ACE) to debate and guide Carer Equalities in the workplace and develop better opportunities for carers seeking employment.	<ul style="list-style-type: none"> ACE is re-established 	01/15	100	G	
2.1b Identify or develop opportunities that will help carers to gain skills for employment and promote to carers and strategic partners	<p>A new initiative is being developed: 'The Carers College'</p> <p>This will exist as a web site and on paper. It will host a variety of information on courses for carers and links to other courses that may interest carers e.g. for entering or returning to work:</p> <p>Confidence and assertiveness courses IT skills updates and ECDL Attaining 'O' and 'A' levels etc. for assistance with caring tasks e.g. Safe moving and handling Skin and wound care</p>	09/16	20%	A	Revised date due to the expansion of the idea from ACE and the Carers Forum. Work is ongoing.

	Oral hygiene Challenging behaviour etc. The Carers College concept is being co-designed with carers.				
2.1c Develop with partners a Carers Confidence and Self Esteem programme	To liaise with EPP at HDUHB. Ongoing discussions to establish content and format.	06/16			Work will commence in the summer.
2.1d Build on established links with Job Centre Plus	Partnership well established (ACE membership) and good commitment secured.	06/15		G	JCP manager retired suddenly (to care for spouse). Alternative representation sought.

Desired Outcome 2.2 Employers recognise and support working Carers

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
2.2a ACE will promote and raise awareness of Carers within partner agencies and external employers	A Carmarthenshire Caring Boss Awards scheme has been developed and conducted over the summer 2015. Adverts/Flyers and flash mails were used to promote the scheme widely. Over the summer nominations and testimonials were received and the awards ceremony was tagged to National Carers Rights Day 20/11/2015 held at the Plough in Rhosmaen. This is a co-production in association with	09/15 & ongoing	75	G	The Awards will be sustained to gain further momentum and effect. Additional promotion, needs development.

	Carers Trust and could be taken up in future solely by the Carers Trust. To be re-launched during Carers Week 2016				
2.2b ACE will develop a best practice guide around carers for employers	New information sheets published for employers and employees. Available from Carers Information Service and internally from CCC.	09/15	100	G	

Desired Outcome 2.3 A directory of carer friendly employers

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
2.3a ACE will work to formulate an e-directory to inform carers	Agreement to develop over time.	010/16	10		The Award scheme has provided a basis to work from.

Desired Outcome 2.4 Investors in Carers has a specific award framework for employers

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
2.4a ACE will link with the liC team to develop an evidence based assessment framework looking at how working carers	liC membership of ACE secured. Time and funding of liC will be critical. To maintain overview but agreement in principle secured.	12/16	0		Two years of additional funding for the Carers Measure means we have opportunity to shape liC for employers.

are supported					
2.4b ACE will seek and support employers to participate in a pilot project	As above		0		
2.4c ACE will work with liC to monitor and evaluate the pilot project	As above		0		

Desired Outcome 2.5 Carers' assessments will consider work, training, education and leisure needs

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
2.5a All appropriate staff receive Carer assessment training.	Revised carers assessment workshop to be developed	09/15	30	A	See 1.1b above
2.5b Produce an aide memoire to inform and guide assessment practice	A revised aide memoire is being introduced to assist practitioners			A	The revision will be guided by the new assessment and care planning framework related to the SSWBA.
2.5c Conduct regular and random Carers' assessment audits to identify best and poor practice and provide managers with outcome reports and recommendations.	Revised practice framework and the SSWBA will necessitate a revised target date	12/16	15	A	See 1.1 d and 1.2a above.

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3. Support and a life beyond caring

Desired Outcome 3.1 Fairer access to replacement care

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
3.1a We will develop and publish a Carers' guide to replacement care that will include: <ul style="list-style-type: none"> • Description of replacement care • Types of replacement care • How to access replacement care • What you can expect to pay for replacement care 	Draft to be consulted upon	09/16	50	A	To submit draft to SPBC meeting for approval and then to management and finance. Departmental policy on respite being drafted – to ensure the guide reflects the policy – on hold at present.

Desired Outcome 3.2 Carers' assessments will consider work, training, education and leisure needs

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
3.2a All appropriate staff receive Carer assessment training	(as 2.5a above)			A	
3.2b Produce an aide memoire to inform and guide assessment	(as 2.5b above)			A	Under review

practice.					
3.2c Conduct regular and random Carers' assessment audits to identify best and poor practice and provide managers with outcome reports and recommendations	(as 2.5c above)			A	See 1.1 d and 1.2a above.

Desired Outcome 3.3 Carers can choose and control the types of breaks that best suit their needs

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
3.3a Work with the Community Care Teams to promote self-directed support for Carers	Included in the carer assessment workshops.	0916 ongoing	0	R	Rescheduled to accommodate the SSWBA mandatory training.
3.3b Develop a Replacement Care guide for practitioners that will: <ul style="list-style-type: none"> Describe different types of replacement care Promote the availability of Direct Payments Encourage Citizen Directed Support (CDS) Include CDS in the Carers Guide to 	Draft to be submitted to SPBC	09/16	40	A	

Replacement Care					
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Desired Outcome 3.4 Eligible Carers in Carmarthenshire access Carers' Allowance

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
3.4a Promote awareness of Carers' Allowance	Regular inclusion in Carers News and at various events.	ongoing	100	G	
3.4b Encourage and assist Carers' to access Carers Allowance	Promote through Carers Information and Outreach and CSSN, liC, CRT's, CMHT's &CTLD's	ongoing	100	G	
3.4c Monitor take up of Carers Allowance.	Access to NOMIS website reveals 2330 carers receiving Carers Allowance. This reflects less than 2% of the population with a known 13% providing unpaid care. However this doesn't reflect a true representation as the criteria for CA discounts approximately half of the carers in the county. To monitor annually and measure any increases.		100	G	

Desired Outcome 3.5 Carers are confident that their cared for person will be safe and well should they be unable to maintain care for any reason.

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
3.5a Develop a work stream with Community Care Teams to ensure contingency planning is undertaken from the outset and agreed with the Carer	Case file audit criteria to include Contingency Planning. Review of Carers Emergency Card Process has identified opportunity to incorporate the good practice of contingency planning.	09/16	25	A	Revised date. To implement audit when new SSWBA practice & processes are implemented.
3.5b Ensure that Carers receive a copy of the care plan that identifies the contingency plan	Carers Emergency Card to be offered as a default with carers having to opt out of the scheme.	09/16	25	A	Cost to be agreed with Careline. Funding will need to be identified and agreed.
3.5c Provide Carers with additional information on emergency and out of hours services	Will include information on the revised CEC when agreed so that carers can choose whether to apply for a card.	09/16	50	A	
3.5d Review the Carers Emergency Card scheme and promote membership to Carers	Carers Champions will promote the revised CEC within their teams.	09/16	25	A	

4. Young Carers and Young Adult Carers

Desired Outcome 4.1 Staff from Primary Education Services are familiar with the issues and are adequately informed and motivated to recognise and support young carers.

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
4.1a Develop a presentation for primary school staff awareness	At the time of writing this action plan the Investors in Carers initiative had not progressed far enough in development to be included. However, with the support from schools and school personnel the liC Framework for Education has been developed and trialled. There is now one school, St John Lloyd, with a bronze award and four others working towards the Bronze award, Coleg Sir Gar has started the process and is being supported. The liC programme will replace the actions 4.1a to 4.2c in this plan but will be reported on here.			G	The liC programme will run for a further 2 years due to WG providing additional funding. This is an opportunity to embed the programme in schools and colleges. With over 100 schools in the county it is going to take a lot of time for them all to achieve the minimum Bronze standard.
4.1b Identify schools to pilot the presentation and evaluate it				G	
4.1c Conduct the presentation within all primary schools				G	

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Desired Outcome 4.2 Young Carers are able to recognise themselves as carers and are supported to seek help

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
4.2a Continue to deliver awareness raising in secondary schools	As above			G	
4.2b Review and update the 'I was a Young Carer' celebrity boards	As above			G	
4.2c Develop a strategic plan for delivering schools based awareness programmes across Carmarthenshire, aligned with TAF etc.	As above			G	

Desired Outcome 4.3 Young Adult Carers are able to recognise themselves as carers and are supported to seek help

Key Action	Summary/update	Target Date	%	Status	Remedial Action/Risks
4.3a Deliver a rolling programme of awareness raising in Colleges using the 'I was a Young Carer' celebrity boards	Since the launch of this action plan there has been further activity supporting it that was not known at the time of writing and couldn't be included.		100	G	

	Carers Trust launched a fund in January/February 2015 seeking bids for resources to address awareness raising and support for Young Adult Carers. Crossroads Sir Gar submitted a bid and in June 2015 were informed of their success. A dedicated worker has been in post since last October and has made a very effective start to the project which is currently supporting 49 Young Adult Carers.				
4.3b Deliver awareness raising sessions during Freshers' Fayres in FE Colleges	It is well recognised across agencies that the worker employed to lead the YAC's project has been very diligent, resourceful and successful to date		100	G	
4.3c Develop a business case and seek funding to meet the needs of YAC's	Success achieved and post commenced October 2015.		100	G	Crossroads Sir Gar have added funding to make the post a 2 year contract. Sustaining the project for the longer term will be a challenge.

Desired Outcome 4.4 Secondary, Further and Higher Education staff are knowledgeable of Young Carers and Young Adult Carers and actively support them

A Key Action	B Summary/update	Target Date	%	Status	C Remedial Action/Risks
4.4a All staff to undertake the Young Carer Aware e-learning course	The Investors in Carers schools programme includes this work.		15	A	Inadequate numbers undertaking the course. To promote during carers week.

4.3b Ensure relevant information is readily available for all staff	The Investors in Carers schools programme includes this work.			A	
4.4c Ensure that the impact of caring is considered within the school/college attendance agenda	The Investors in Carers schools programme includes this work.			A	

Desired Outcome 4.5 Health, Social Services and 3rd sector staff are Young Carer aware, recognise familiar issues and how to seek support

A Key Action	B Summary/update	Target Date	%	Status	C Remedial Action/Risks
4.5a All staff to undertake the Young Carer Aware e-learning course	154 Council staff registered at 30 th April 2016. 17 staff have completed the e-learning.		15	A	Request for support from Heads of Service has been made.
4.5b Ensure relevant information is readily available for all staff	The Investors in Carers schools programme includes this work.				
4.5c Ensure that the impact of caring is considered within the school/college attendance agenda	The Investors in Carers schools programme includes this work.				

Desired Outcome 4.6 Young Carers can access information in the format of their choice

A Key Action	B Summary/update	Target Date	%	Status	C Remedial Action/Risks
4.6a Establish an Information technology sub group to advance this work stream and ensure young carers are included.	Links to the Carers Information Service made for advice and guidance on setting up and managing social media.	09/16	15	A	
4.6b Support this group to identify resources that will support technology	Will form early agenda for the working group			A	
4.6c Ensure information outlets are maintained and updated	School/College notice boards, Youth Clubs and Community Centres are targeted for regular information and updates as part of the liC programme.	100		G	
4.6d Promote Carmarthenshire Young Carers Service at appropriate opportunities in the local media	New logo designed by YC's and a range of posters and leaflets are being commissioned. Other promotional aids are being considered.			A	

Desired Outcome 4.6 Young Carers can access information in the format of their choice

A Key Action	B Summary/update	Target Date	%	Status	C Remedial Action/Risks
4.7a Ensure all Young Carers referred to Children's Services receive an assessment of need within 10 working days	Due to the establishment of Team Around the Family (TAF) and the revised protocols relating to pathways of care all YC's receive this initial assessment albeit from different	03/16	100	G	

	appropriate agencies.				
4.7b Ensure that all Young Carers referred to Carmarthenshire Young Carers Service have an up to date care plan that is reviewed at least 6 monthly	All YC's referred and provided with a care plan receive regular reviews.	03/16	100	G	
4.7c Review the use of flexible funding to meet the needs of Young Carers (Flexible Carers Grant, Section 17 funding, Buttle Trust etc.)	Where appropriate and relevant needs are identified there are a range of funding streams that the service accesses on behalf of YC's.	03/16	100	G	
4.7d Review the links between Carmarthenshire Young Carers Service, Adult Services & Children's Services to ensure Young Carers needs are identified, responded to and managed effectively between services	A piece of work by management is underway to resolve some of the anomalies around responsibility for supporting YC's.	09/16	20	A	
4.7e Develop effective working links with the Team Around the Family (TAF)	Established and working well.	03/16	100	G	
4.7f Deliver a range of cost effective & accessible one to one and group support services to Young Carers in partnership with other local organisations	Established menu of services meeting the needs of YC's referred to the service and accepted for intervention.	03/16	100	G	

<p>4.7g Be an active partner in the Children & Young People’s Substance Misuse Service, to work with children affected by parental or sibling drug or alcohol use.</p>	<p>The multi agency working group no longer functions.</p>	<p>03/16</p>	<p>0</p>	<p>R</p>	
<p>4.7h Young Carers are actively involved in planning & delivering services through a range of measures e.g. annual participation event, workshops, involved in recruitment, feedback questionnaires etc.</p>	<p>All service developments affecting YC’s are offered for consultation and involvement. Workshops, facilitated consultations by external providers and small group or individual consultations ensure that YC’s feel involved and form a critical element of the service design and planning process.</p>	<p>03/16</p>	<p>100</p>	<p>G</p>	