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Swansea Bay University
Health Board



Meeting Date	27th May 2021		Agenda Item	3.2
Report Title	Regional Partnership Board Carers Strategy			
Report Author	Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships			
Report Sponsor	Christine Williams, Interim Director of Nursing & Patient Experience			
Presented by	Christine Williams, Interim Director of Nursing & Patient Experience			
Freedom of Information	Open			
Purpose of the Report	The purpose of this report is for the Health Board to endorse the West Glamorgan Regional Carers Strategy and associated documents.			
Key Issues	This report presents the West Glamorgan Regional Carers Strategy and supporting Quick Reference Guide which have been developed by the Carers Partnership Board. Also included is the Carers Emergency Action Planning Guidelines co-produced with carers for supporting regional partners in planning appropriate considerations for carers during the pandemic. Finally the Carers Annual Report is presented for information to the Board.			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • ENDORSE the West Glamorgan Regional Carers Strategy and associated Quick Reference Guide; • NOTE the Carers Emergency Action Planning Guidelines; • NOTE the Carers Annual Report; • NOTE that implementation will be taken forward by the Interim Director of Nursing and Patient Experience, supported by Strategy. 			

REGIONAL PARTNERSHIP BOARD'S CARERS STRATEGY

1. INTRODUCTION

The purpose of this report is for the Health Board to endorse the West Glamorgan Regional Carers Strategy and associated documents.

2. KEY ISSUES

2.1 Regional Carers Strategy

The **Regional Carers Strategy** (attached as **Appendix A**) defines the five-year strategy for carers in West Glamorgan. The document establishes a clear, concise **vision statement** and **mission statement** which will guide our regional plans and actions over the next five years. It also describes the **values** which we will uphold throughout our efforts to deliver the strategy and the subsequent Action Plans.

Our Vision Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being throughout their caring journey.	Our Mission We will work together to improve the wellbeing of carers in West Glamorgan by listening, learning, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.
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All of our actions will be aligned to the following key themes and cross-cutting threads:

Cross-cutting Threads	Theme
Carer wellbeing Communication Co-production Training	Balancing priorities
	Supporting each other
	Information and advice
	Identified and recognised
	Dignity and Respect
	Support services

The document also establishes the strategic approach to how we will implement the strategy, including setting important outcomes and objectives that we will endeavour to achieve over the next five years. Key implementation aspects such as monitoring, reporting, evaluation, finance and success factors are also defined to make it easier for us to manage how we deliver the strategy.

Attached as **Appendix B** is the **Quick Reference Guide** to the West Glamorgan Regional Carers Strategy.

2.2 Emergency Planning Guidelines

Progress has been made on strategic planning during the COVID-19 pandemic thanks to the continued support and drive of the Carers Partnership Board. However, some important actions needed to be addressed in direct response to the pandemic. A Task & Finish group was established to create the **West Glamorgan Carers Emergency Action Planning Guidelines** (attached as **Appendix C**) which has been co-produced and shared with partner organisations. This document establishes some key guidelines to be used by organisations as part of their existing procedures for planning the response to an emergency situation such as the COVID-19 pandemic.

2.3 West Glamorgan Carers Annual Report

Attached as **Appendix D** is the West Glamorgan Carers Partnership Annual Report 2019-20 which is now being published, as its preparation was delayed due to the pandemic.

3. RECOMMENDATIONS

Members are asked to:

- **ENDORSE** the West Glamorgan Regional Carers Strategy and associated Quick Reference Guide;
- **NOTE** the West Glamorgan Carers Emergency Action Planning Guidelines;
- **NOTE** the West Glamorgan Carers Annual Report;
- **NOTE** that implementation will be taken forward by the Interim Director of Nursing and Patient Experience, supported by Strategy.

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input type="checkbox"/>
Quality, Safety and Patient Experience		
The report highlights how services and support have been provided to carers across West Glamorgan, including during the pandemic, and how these are planned to improve in the future which will in turn improve the experience of patients.		
Financial Implications		
The recommendations made are not associated with any financial implications. Members of the Committee are not being asked to consider or approve any financial assumptions.		
Legal Implications (including equality and diversity assessment)		
There are no legal implications associated with this report or the plans outlined within it.		
Staffing Implications		
There are no staffing implications associated with this report or the plans outlined within it.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The actions outlined in the report support the five ways of working outlined in the Act. Swansea Bay UHB is working collaboratively with partner organisations to identify improved ways of working to support the longer term strategic vision of the organisations involved.		
Report History	-	
Appendices	Appendix A – West Glamorgan Regional Carers Strategy Appendix B – West Glamorgan Regional Carers Strategy Quick Reference Guide Appendix C - West Glamorgan Carers Emergency Action Planning Guidelines Appendix D – West Glamorgan Carers Annual Report	



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership




West Glamorgan

Regional Careers

Strategy

Region: West Glamorgan Regional Partnership

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Introduction

The important role of unpaid carers in our society is recognised by Welsh Government in [‘A Healthier Wales: our Plan for Health & Social Care’](#). Without the vital role they play, there would be no sustainable system of health and social care. That is why Wales remains committed to supporting and investing in unpaid carers as an integral part of the health and social care workforce. This commitment is reflected in [‘Prosperity for All’](#) – the national strategy for taking Wales forward – which covers learning provision and access to information and support for carers.



The Parliamentary Review of Health and Social Care identified ‘carers’ as one of the priority areas for transformation of health and social care. It calls for greater effort across the health and social care sectors to plan for new models of care and support for carers on an ongoing basis.

Changing the way we support carers is part of the cultural journey we are undertaking in Wales under the [‘Well-being of Future Generations \(Wales\) Act 2015’](#) to create a healthier, more resilient nation. Giving carers the help and support they need is one key step in this journey. The [‘Social Services and Well-being \(Wales\) Act 2014’](#) [The Act] sets out how carers should be supported. Certain parts of The Act form the legal foundation of meeting carers needs:

- Part 1 of the Act defines what a “carer” is;
- Part 2 sets overarching duties, wellbeing outcomes and local functions;
- Part 3 sets out how to assess needs;
- Part 4 establishes how to meet needs.

The Act, as with all legislation, can be interpreted in different ways and so carers’ experiences can differ from place to place. This document provides a strategic focus for working with carers to achieve improved outcomes and better support for the important role they play in our communities in Swansea and Neath Port Talbot.

Foreword



As Chair of the West Glamorgan Regional Carers Partnership Board, I am very pleased to present this five-year Carers Strategy on behalf of the West Glamorgan Regional Partnership. Unpaid carers are under recognised, undervalued and underappreciated in our society. It is our hope that this strategy will take a step forward to addressing this.

It is important to recognise and give heartfelt thanks to our Carer Representatives who have made a significant contribution to this work. Their time, attention to detail and enthusiasm is truly inspirational, in spite of their already busy lives. Third Sector Carers Services involved in this work have been instrumental in representing the voices of carers and made invaluable contributions to help us understand carers' experiences and the challenges they face navigating this post viral world. Despite increasing pressures on our public services, our statutory partners from Swansea Bay University Health Board [SBUHB], Swansea Council and Neath Port Talbot Council have continued their involvement and been committed to the development of this strategy as well as the action that will be driven by our regional commitment.

This strategy represents the future, we are keenly aware that our ambition may not be realised fully within five years. This document is a beacon for us to follow on the journey to achieving our aims. We will need to revisit and revise this strategy at points along the journey in order to meet the demands of this rapidly changing world. Nevertheless, this document sets out the West Glamorgan region's strategic commitment to unpaid carers and its commitment to work collaboratively to achieve these aims to the best of its ability.

Gaynor Richards, Chair West Glamorgan Carers Partnership Board.

Using this document

The purpose of this document is to outline what we know about Carers, their needs and outline how we intend to meet those needs. The intended audience for this document is varied and there are sections which will hold more relevance to some people more than others.

For example, Carers may want to pay more attention to section 1, which explain our shared mission, vision and values, or section 2, which outlines what we know about carers and what outcomes they want to achieve. Statutory partners will likely pay closer attention to section 3, as this will aid the implementation of the strategy into their own policies and processes. It is for you to determine which parts of this document are of more relevance and importance to you.

This document will make reference to **other related documents** which are available to access from the West Glamorgan Transformation Office. There will also be some links to other online sources of information [highlighted](#) throughout this document.



This document is one of a series of regional strategies produced by the Regional Partnership Board [RPB] for West Glamorgan. Each strategy defines a regional approach to addressing one of the key priorities for health and social care across Swansea and Neath Port Talbot.

The regional strategies explain this strategic approach in three parts:

Section 1 – Establishing our aims

In this section, we will establish the national, regional and local factors that influence the direction we are heading for this particular strategic focus. This will give us a clear mission and vision and a set of principles within which we will work together to achieve our aims.

Section 2 – Defining the context

In this section, we will explain the key terms, challenges, opportunities and definitions that underpin this strategy. We will also describe the specifics of the West Glamorgan region and the relevant services that are within scope.

Section 3 – Achieving our aims

In this section, we will build describe how we will achieve our mission within the context defined in Section 2. This gives us a set of outcomes and indicators as well as an approach to implementation that covers how we will monitor, report, evaluate, fund and govern the changes to be delivered.

The **Quick Reference Guide** will bring all the elements of the strategy together into a shorter document for you to print and keep at hand. The guide is designed so that people can connect the key concepts to the broad aims of this strategy.

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Section 1 – Establishing our aims

Mission

The Social Services and Well-being Act defines a **“carer”** as **“a person who provides, or intends to provide care for an adult or disabled child”**. The term “carer” can be associated with paid professionals who provide care to people. Unpaid carers are usually family or friends that give their time to support a person who need support. However, “unpaid” does not necessarily mean that they do not receive any financial support for carrying out this role. Some carers can claim allowances and benefits to support them. Unpaid carers are focus of this strategy but are referred to as “carers” throughout this document.

This regional strategy represents a commitment to a long-term strategic mission for meeting carers’ needs. We (the Regional Partnership which includes representatives of service users and carers) believe that this mission is defined by the following statement, which has been agreed in partnership with unpaid carers, their representatives and the organisations involved in our regional carers partnership:

We will work together to improve the wellbeing of carers in West Glamorgan by listening, learning, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.

This mission means that we want to work together using co-production principles and ensure that we are listening and learning from carers throughout the lifetime of the strategy. We want to achieve a consistency of experience for carers tailored to their individual needs. We want the strategy to make changes where needed to continuously improve services to enhance the well-being of carers consistently across the region.

By committing to this mission, we aim to achieve our vision for carers over the course of the next five years. We will continue to monitor and revisit our mission to ensure it remains appropriate and aligned to the needs of carers in our region.

Vision

Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being throughout their caring journey.

This vision represents the future we aspire to, where we recognise the contribution of carers to our society. It is a statement that we plan to continue to actively identify, listen, respect and properly support carers to not just continue their caring role but to enable them to have fulfilling lives. At the end of this five-year strategy, we want to be able to look back and see that this vision has come true.



Fig.2. What carers told us matters to them (2019)

The West Glamorgan Regional Carers Strategy vision was developed in several stages. In 2019, Carers Representatives discussed the broad issues facing carers and developed a number of statements to spark discussion with larger groups of carers. Workshop events held in the Autumn of 2019 established an aspirational vision and themes that were important to carers. This formed the basis for an 'outline' of the regional strategy that we could continue to develop collaboratively.









A second series of Workshops in March 2020 had to be cancelled due to the COVID-19 pandemic and meant an alternative approach to co-production of this document was taken.

Co-production of the strategy to the level desired by the Regional Partnership was not possible due in part to the COVID-19 pandemic, however, involvement of Carers Representatives continued. We recognised there is a need to create the right conditions for continuous involvement and engagement with carers to enable co-production opportunities to flourish.

To this end, one of the first actions arising from this strategy is the establishment of a **Carers Liaison Forum** to bring carers together with people and organisations who work with or have an interest in carers' issues. Once the Forum is established, we will seek their support in reviewing and updating this document throughout the lifetime of the strategy.

Following the immediate urgency presented by the pandemic, the Strategy Development Group was reconvened to discuss and continue our efforts in creating the Regional Carers Strategy. The group consisted of Carers Representatives, Third Sector Carer Support Services, and Health Board and Local Authority representatives. From August 2020 to November 2020, the group met to review the existing evidence available and new evidence emerging about the impact of the pandemic on carers.

The Regional Carers Strategy is underpinned by the following **values**:

-  **Carers are treated with kindness, dignity and respect.**
-  **Working with carers will be built on a foundation of honesty and integrity to foster trusting relationships.**
-  **Carers are empowered to speak up for themselves and the person they care for if/when needed.**
-  **Carers are respected as experts by experience and specialists in the wellbeing of the person they care for.**
-  **Carers are equal partners in discussions about their needs.**
-  **Carers are supported to achieve equity to enable them to make informed decisions and enhance their well-being.**
-  **Carers' rights are upheld by making consistent, reliable, fair and just decisions.**
-  **Carers and organisations/services learn together through experience, empathy and partnership.**

We will use these values as the foundation for everything we will do to deliver this regional strategy. This will drive everything from our behaviours in working together as a partnership to evaluating that the changes we deliver align with the principles of our strategy.

Strategic Alignment

Carers provide a significant contribution to society in Wales. Nationally, care provided by unpaid carers is worth an estimated £8.1 billion a year.

There are currently **three national priorities for carers** – established by Welsh Government – which underpin this strategy:

- **Supporting life alongside caring** – All carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- **Identifying and recognising carers** – Carers deserve to be recognised and supported so that they can continue to care. It is vital that carers identify themselves as carers.
- **Providing information, advice and assistance** – It is important that carers receive the right information and advice when they need it and in an appropriate format.

A fourth national priority proposed by Welsh Government in the Carers National Plan¹ is also included:






- **Supporting carers in education and the workplace** – employers and educational / training settings should be supported to adapt their policies and practices enabling carers to work and learn alongside their caring role.

Welsh Government is supported in its ambition to deliver these priorities and improve outcomes for carers by the Ministerial Advisory Group for Carers. This group is a national forum to inform and steer the delivery of improvements for carers across Wales. Their vision for carers in Wales is one where “**all carers are identified, recognised and supported for the invaluable care and commitment they provide**”.

¹ Welsh Government (2020) Carers' national plan for Wales. Retrieved from: <https://gov.wales/carers-national-plan-wales>

The Senedd Health, Social Care and Sport Committee inquiry² into the impact of The Act on carers described the progress made as “underwhelming” and “patchy”. Welsh Government accepted fully or “in principle” all but two of the Committee’s recommendations. For our region, this report offers valuable insight into the progress that must be made to ensure The Act has a more positive impact on carers.

In West Glamorgan, our regional partnership focuses on the following themes as priorities for transformation across Swansea and Neath Port Talbot (further details are provided at Appendix B):

-  Older People;
-  Children and Young People;
-  Mental Health;
-  Learning Difficulties and Autism;
-  Carers (cross-cutting theme).

There are many other strategic drivers, imperatives and influences that underpin our strategic approach to supporting carers across the region. These have been reviewed and considered in the development of our Regional Carers Strategy and an overview of each source of strategic direction is included in the Appendix C.

² Health, Social Care and Sport Committee (2019) Caring for our future: An inquiry into the impact of the Social Services and Well-being (Wales) Act 2014 in relation to carers. Retrieved from: <https://business.senedd.wales/documents/s96075/Report%20-%20Caring%20for%20our%20Future%20An%20inquiry%20into%20the%20impact%20of%20the%20Social%20Services%20and%20Well-being%20Wa.pdf>

Section 2 – Defining the context

About Carers

We recognise that carers are critical to supporting our health and social care services. We support Carers Wales' call for their recognition as the "third pillar" to this infrastructure³. We support this view because across Swansea and Neath Port Talbot there are over 50,000 carers⁴ in over 160,000 households⁵ who provide care and support that prevent the need for health and social care interventions.

The **Carers Week 2020 - Research Report** revealed that since the pandemic, not only are carers providing more care than before, the number of carers in Wales may have increased from 370,000 to 683,000⁶. How the pandemic has affected the figures for West Glamorgan is, as yet, unknown. The 2021 Census presents an opportunity for us to better understand the impact of the pandemic on our population and determine a baseline for monitoring the impact of the strategy in years to come.

The Equality Act 2010 aims to prevent discrimination of people with protected characteristics. People can be discriminated based on age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

Carers will have some of these characteristics and have the right to be protected from discrimination. Carers with protected characteristics can sometimes feel that health and social care services do not recognise, understand or meet their needs effectively in relation to their characteristics. This strategy speaks for all carers and through the Carers

³ Carers Wales (2020) Track the Act Briefing 5. Retrieved from:

<https://www.carersuk.org/files/section/6609/carers-wales-track-the-act-briefing-final-version-eng.pdf>

⁴ Office for National Statistics (2011) Provisions of unpaid care by general health by sex and by age. Retrieved from: <https://www.nomisweb.co.uk/census/2011/lc3301ew>

⁵ Office of National Statistics (2014) Number of unpaid carers in household – UA's in Wales. Retrieved from: <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/adhocs/003305ct02762011censusnumberofunpaidcarersinhouseholduasinwales>

⁶ Carers Week (2020) Research Report. Retrieved from:

<https://www.carersweek.org/images/CW%202020%20Research%20Report%20WEB.pdf>

Liaison Forum we want to ensure that there is diverse representation i.e. including people from BAME and LGBT communities.

Carers can be of any age, have different relationships with the person they care for and different life situations. For example, carers may be Black, Asian or from other Minority Ethnic groups [BAME] and carers from Lesbian, Gay, Bisexual and Transgender [LGBT] communities must also have their identity respected and supported to care in a way that respects this identity. These different dimensions to caring mean that carers are as different to each other as they are similar.

The table below shows the potential differences based on age, relationships and the situations. It is important to note that caring for someone can involve several carers and each circumstance is likely to look different to the next, even within the same caring situation.

Caring scenarios are based on...						
Your age group <i>What stage of life?</i>	Child	Young Person	Adult	Older Adult		
Your relationship <i>Who are you caring for?</i>	Parent / Grandparent	Sibling	Child / Grandchild	Spouse / partner	Unrelated (e.g. neighbour)	
Your situation <i>What is your life like?</i>	Caring for multiple individuals	Working	Unemployed / retired	In education	Living separately to cared-for individual	Living with a disability or illness

Fig.3. Understanding different caring situations






Carers' age, relationships and situations are rarely static. We recognise that people can become carers gradually, but caring can also be thrust upon people through life events. We also recognised that carers can have health conditions that impact on their lives and we would like this strategy

to influence how carers are recognised when navigating their own care and support services.

We have chosen to focus our understanding of “carers” on the needs of carers rather than the situations arising from the needs of the people they care for. Therefore, an element not included in the table above is that of the **types of conditions** that the cared-for person lives with, whether those conditions be physical health, mental health, learning disabilities, autism and/or substances misuse.

We recognise that carers who care for people with conditions or multiple conditions will have different needs from each other. It is also important to recognise that carer’s needs will also vary between groups of carers who may appear to share many of the same concerns and experiences. Nevertheless, conditions have a significant impact on levels of care in terms of time, knowledge and effort. We would like this Carers Strategy to influence how carers are supported in care and support pathways for patients and services users across the health and social care sector in West Glamorgan.

The West Glamorgan Regional Strategies that will support and be influenced by this Regional Carers Strategy are:

-  **Regional Children and Young People Strategy;**
-  **Regional Digital Strategy;**
-  **Regional Dementia Strategy;**
-  **Regional Housing, Health and Social Care Strategy;**
-  **Regional Learning Difficulties Strategy.**

We want to understand **the caring journey** better and ensure there is suitable support at each stage of the caring journey. Many carers have told us they felt a sense of an uphill battle in their journey, from getting information and advice to accessing services and support. We recognise the importance of providing the right support at the right time along this journey.

We have chosen to acknowledge this challenge by illustrating the caring journey in the diagram below:

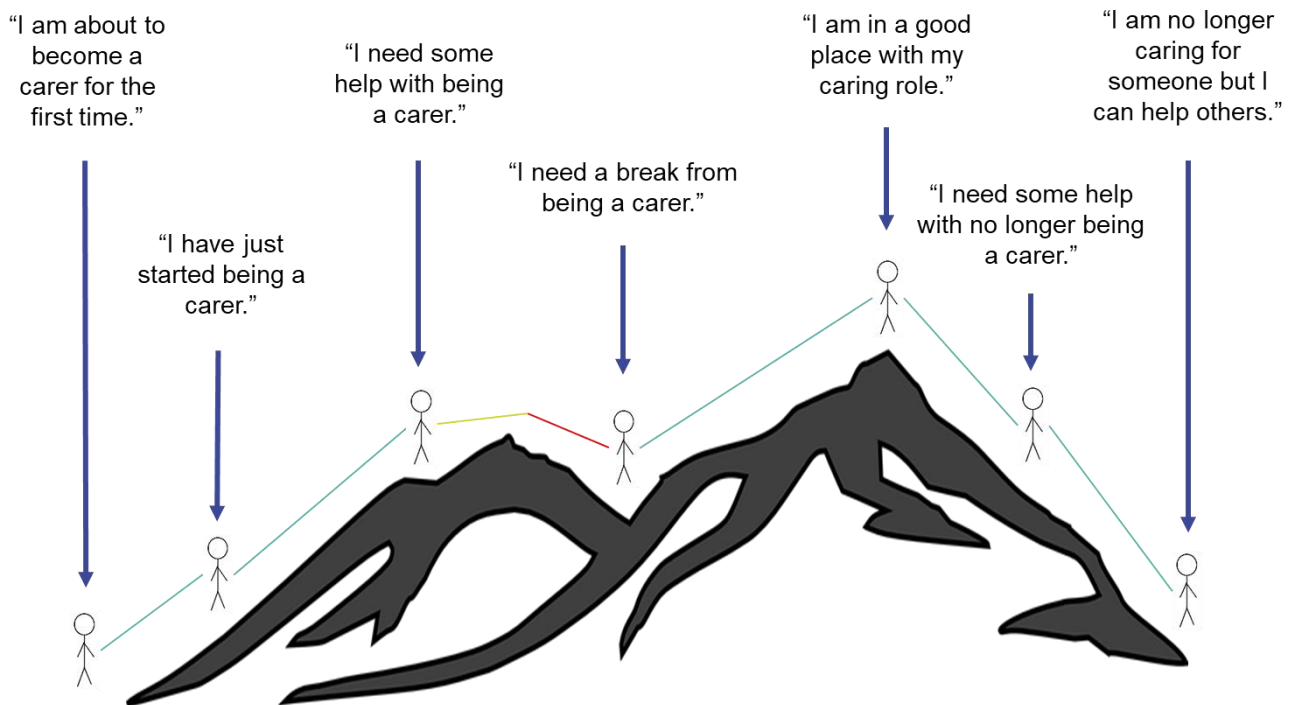


Fig.4. Understanding the journey of becoming a carer

The caring journey can be difficult and rewarding, just like climbing a mountain. It does not take place in a linear form, the path can undulate and the terrain can change. However, unlike a single mountain climb or short-term caring role, caring is frequently a long-term commitment.

Carers will begin the journey with varying levels of knowledge and experience. They may find that along the journey they need help or need a break to get them to being in a good place and they can move between these parts of the journey continuously for the duration. There is also a need to consider the needs of carers at the end of the caring journey, including transition from their caring responsibilities, what their experience can offer other carers and how we can learn from their personal journey.

Carers shows us through their actions that it is a role that people take on because of their commitment and tenacity to help the people they care about. Our aim is to ensure that the caring journey is made easier through working collaboratively with carers, health, social care and third sector organisations to create the right mix of services and support that meet the needs of carers in West Glamorgan.

About the region

Part 9 of The Act required the establishment of Regional Partnership Boards across Wales to:

- improve the well-being of the population;
- improve how health and care services are delivered.

West Glamorgan is one of six regions established in April 2016 as part of The Act. It covers the local authorities of Swansea and Neath Port Talbot, as well as the Swansea Bay University Health Board, one of seven LHBs in Wales which were first established in 2003. West Glamorgan was previously known as Western Bay as it included the local authority area of Bridgend until April 2019.

The **Western Bay Population Needs Assessment** – conducted in 2014/15 and based on 2011 census information – highlighted a number of regional statistics and factors related to carers, which is reflected in the [‘Carers who need support’](#) report. This included:

- 🧩 12.7% of people in Swansea (30,349) recognised themselves as carers;
- 🧩 14.6% of people in Neath Port Talbot (20,365) recognised themselves as carers (the highest percentage of its population in Wales);
- 🧩 The numbers of people across the region who were receiving carers support increased over the reporting period 2013 – 2015;
- 🧩 The percentage of young carers (aged 5 to 17) was increasing across Wales;
- 🧩 Numbers of adult carers aged 50 or over in Western Bay was 39,757 (about 58% of adult carers in total);
- 🧩 There was a clear correlation between the number of hours of unpaid care and the reported health of the carer (longer hours lead to less healthy lifestyles and poorer well-being);

- 🏠 Projections indicated that while the number of carers was forecast to increase over time, the age of these carers would also increase in line with population life expectancy.

As part of this assessment, carers also told us that what matters to them:

- 🏠 *“A single point of contact for information on services, activities and financial matters”;*
- 🏠 *“Improve sharing of information between professionals and across services”;*
- 🏠 *“Support groups and services for carers”;*
- 🏠 *“Help to overcome transport difficulties to get to and from the person the cared for better”;*
- 🏠 *“Protection of children from inappropriate levels of caring”.*

About the services

There are a range of services available to carers across the West Glamorgan region; some are statutory public services provided by Local Authorities or SBUHB, some are voluntary services (supported by voluntary organisations in the Third Sector but funded from various sources including Welsh Government) and others are private services. Below are some of the main examples of these types of services:

Advocacy – Sometimes carers need help from people who can act as a spokesperson when it comes to correspondence, decision-making and meetings. Advocates provide this independent support to carers as part of the Carers Needs Assessments, care & support planning, and safeguarding.

Benefits and Tax Credits – Financial support is available to carers. Though different situations may determine exactly what a carer is entitled to, this may include Universal Credit, Carer's Allowance, Carer's Credit, Pension Credit and other relevant welfare benefits.

Breaks and Respite – Also known as 'short breaks', it usually involves the cared-for person spending time in a residential care environment or finding an alternative means (e.g. direct payments) for enabling the carer to arrange a break from their caring responsibilities.

Carers Emergency Card – a form of identification that an individual is a carer, which helps the carer to identify themselves in the event of an emergency concerning the cared for person.

Carers Hospital Support – this service targets carers of people who are in hospital and may need information and support about their carers role as well as help in the process of discharging the patient from hospital to return home.

Counselling – Carers can access talk to a qualified counsellor through face-to-face, telephone or online services. It can help for the carer to discuss their feelings and explore solutions to the challenges they are facing in their role as a carer.

Helping Services – An assessment of a carer's needs might identify specific support services that apply in certain caring situations, from gardening and housework to professional support for specific health conditions (such as parents/carers of children on the Autistic Spectrum). Some services may be subject to grant funding or other means of financial support.

Holistic Therapies – Carers can access a range of therapeutic services to help them manage their health and well-being, including Reiki, reflexology and massages.

Networking and Peer Support – There are many different activities that can bring carers together from across a community, social group or area, from coffee mornings to social activities to networking forums. Outreach support provided by the third sector enables many such activities to be coordinated locally.

Sitting Service – Also known as a 'carer response service' or a 'befriending service', this involves someone temporarily taking on a carer's duties for the cared-for individual, allowing that carer a break from their responsibilities and more time for themselves.

Telephone Helpline – A number of organisations, not just local authorities, offer telephone support and helplines including Swansea Carers Centre locally to Carers UK and Age UK nationally. This can include signposting carers to further information available online or advice on how to raise complaints about a service.

Direct Payments – Carers may have the option to request a direct payment instead of receiving support in the form of a service. Based on an assessment, it can be determined that carers can be better supported with the financial support to choose and purchase the help they need through different services and approaches.

There are also a range of organisations who play an important role in supporting carers in West Glamorgan:

Organisation	Contact	Purpose
Swansea Carers Centre	104 Mansel Street, Swansea, SA1 5UE Tel: 01792 653344 www.swanseacarerscentre.org.uk	...provides a range of information, advice, support, services and events for carers in Swansea.
Neath Port Talbot Carers Service	Cimla Health & Social Care Centre, Neath SA11 3SU Tel: 01639 642277 www.nptcarers.co.uk	... to identify carers and to provide carers aged 18 and over in Neath Port Talbot with advice, information and support
Swansea Parent Carer Forum	61 Pennard Drive Southgate Swansea SA3 2DN swanseapcf.org	...to work co-productively with local services to help bring about improvements in services for disabled children, young people and their families.
Hafal Swansea	Alexandra House, Alexandra Road, Swansea SA1 5ED Tel: 01792 816600 www.hafal.org	...offers daytime support and information for carers of adults with severe mental health problems and also a monthly support group.
YMCA Swansea	YMCA Swansea 1 The Kingsway Swansea SA1 5JQ Tel: 01792 652 032 www.ymca.org.uk/location/ymca-swansea	provides support and information for young carers aged 8-18 in Swansea.
Neath Port Talbot Youth Service	Neath Port Talbot Youth Service Tir Morfa Centre Marine Drive Sandfields Port Talbot SA12 7NN Tel: 01639 763030 www.npt.gov.uk	The Neath Port Talbot Young Carers Service offers a range of support to children and young people up to the age of 25, who have a caring role at home. This could be because of illness, disability, mental health or drug & alcohol misuse.

Key Themes

To support the adoption of this strategy across the region, a pull-out **Quick Reference Guide**, outlining the vision, values and following series of concepts and information is provided in Appendix D. All the concepts in the tables you are about to see are pulled together in quick reference guide for ease of reference.

The following table outlines the cross-cutting threads that need to permeate through the themes.

Cross-cutting Threads	Theme
<p>Carer wellbeing</p> <p>Communication</p> <p>Co-production</p> <p>Training</p>	Balancing priorities
	Supporting each other
	Information and advice
	Identified and recognised
	Dignity and Respect
	Support services

The themes were originally derived from the co-production events held in the Autumn of 2019. A subsequent review of the evidence of strategic documents highlighted key issues that have an impact on all the themes identified. We have outlined these as cross cutting threads that should be considered in approaches to meeting needs under each of the themes.

The table below contains more detail about each of the themes and what they mean to carers:

Theme	Carers View	What does this mean?
Balancing priorities	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> • Better range and quality of services to meet carers' needs for a break e.g. respite • More flexibility and choice • More support to enable carers to access social and leisure opportunities • More opportunities to 'take a break' • Support to enable carers to access work, education or volunteering
Supporting each other	<i>Carers value support from other carers</i>	<ul style="list-style-type: none"> • More networking and interaction • More peer support and community-based or local services • Better channels for engagement • Raised awareness of carers' issues/stories • Enabling digital inclusion for carers
Information and advice	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> • Guidance is easy to access and understand (clear & concise) • Different organisations "on the same page" • Guidance is signposted/easily accessible • A single point of contact for information on what help is available
Identified and recognised	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> • Professionals (e.g. Doctors, pharmacists, front line staff) are more aware of carers and their rights • New carers understand what it means to be a carer • Promotion of statutory services for carers to all parties • Carers are encouraged to self-identify as a carer. • Carers are valued as expert partners in care and included in conversations and decision making.
Dignity and Respect	<i>Carers value being treated appropriately for being a carer</i>	<ul style="list-style-type: none"> • Behaviours from staff include empathy • Attitudes from staff include respect • Actions include meaningful listening • Aligned with United Nations Conventions and Principles • Partnerships means consistency in how carers are treated across professions and the region.
Support services	<i>Carers value help in understanding their rights and receive support</i>	<ul style="list-style-type: none"> • Timely access to Carers Needs Assessment / Carers Support Plan • Responsive Housing support (e.g. adaption of homes) • Consistent and timely Education support (e.g. for young carers struggling at school or adult learners) • Timely and accessible Transport support (e.g. carers who live in a different location to the cared-for person)

The themes identified provide a framework for understanding the needs of carers better but as so many carers have told us, “understanding is great but so what?”

Our Strategy Development Group were keen to ensure that the themes translated into tangible outcomes for unpaid carers. They developed the following outcomes for each of the themes based on the reviewed evidence. We intend to enlist the support of the Carers Liaison Forum to review these outcomes over the lifetime of the strategy. The numbers do not relate to importance or priority but are to aid cross referencing with action plans and monitoring processes.

Theme	Outcomes
Balancing priorities	<ol style="list-style-type: none"> 1. Carers have flexible and responsive respite opportunities. 2. Carers have support with developing contingency plans. 3. Carers have access to wellbeing workshops. 4. Carers have workplace and educational support.
Supporting each other	<ol style="list-style-type: none"> 5. Carers have opportunities to meet each other. 6. Carer led groups are common place.
Information and advice	<ol style="list-style-type: none"> 7. Carers are informed of their rights. 8. Carers have dedicated and tailored information and advice portals/places across all statutory providers. 9. Carers have information and advice about contingency planning. 10. Carers are informed about Assessments and how they can be of benefit. 11. Easy read options and minority languages are catered for appropriately.
Identified and recognised	<ol style="list-style-type: none"> 12. Carers are recognised even if they do not self-identify. 13. Carers are actively identified by organisations and staff supporting them. 14. There is shared responsibility across and within organisations for identifying carers.
Dignity and Respect	<ol style="list-style-type: none"> 15. Carers are recognised as experts by experience. 16. Awareness of Carers is commonplace. 17. Standard approaches across department's e.g. schools, IAA services, hospital discharge. 18. There are consistent approaches across and within organisations.
Support services	<ol style="list-style-type: none"> 19. New developments and changes are co-produced with carers. 20. Carers services are funded sustainably 21. Carers are actively offered direct payments. 22. Carers' positive and negative experiences are used to inform service improvements. 23. Carers have responsive and flexible access to mental health and well-being services.

Some of these outcomes may appear difficult to achieve at first. It is the aim of this strategy to be aspirational and we recognise that not all of the outcomes listed will be achieved in full over the course of this five-year strategy. Together, we are expected to work towards achieving these outcomes for the benefit of citizens and carers. Our approach to achieving these outcomes is outlined in the next section but a more detailed plan will be developed with carers and other partners to support the aims of this strategy.

Section 3 – Achieving our aims

Strategic Approach

This strategy has established our regional ambitions for improving and transforming the ways in which carers are supported throughout their caring journey. It has also highlighted the strategic context for these ambitions and the factors which will influence our plans for change over the period of this strategy. We now need to define how we will implement the outcomes we have identified as our priorities for the next five years.

The following diagram defines this strategic approach for our five-year regional strategy:

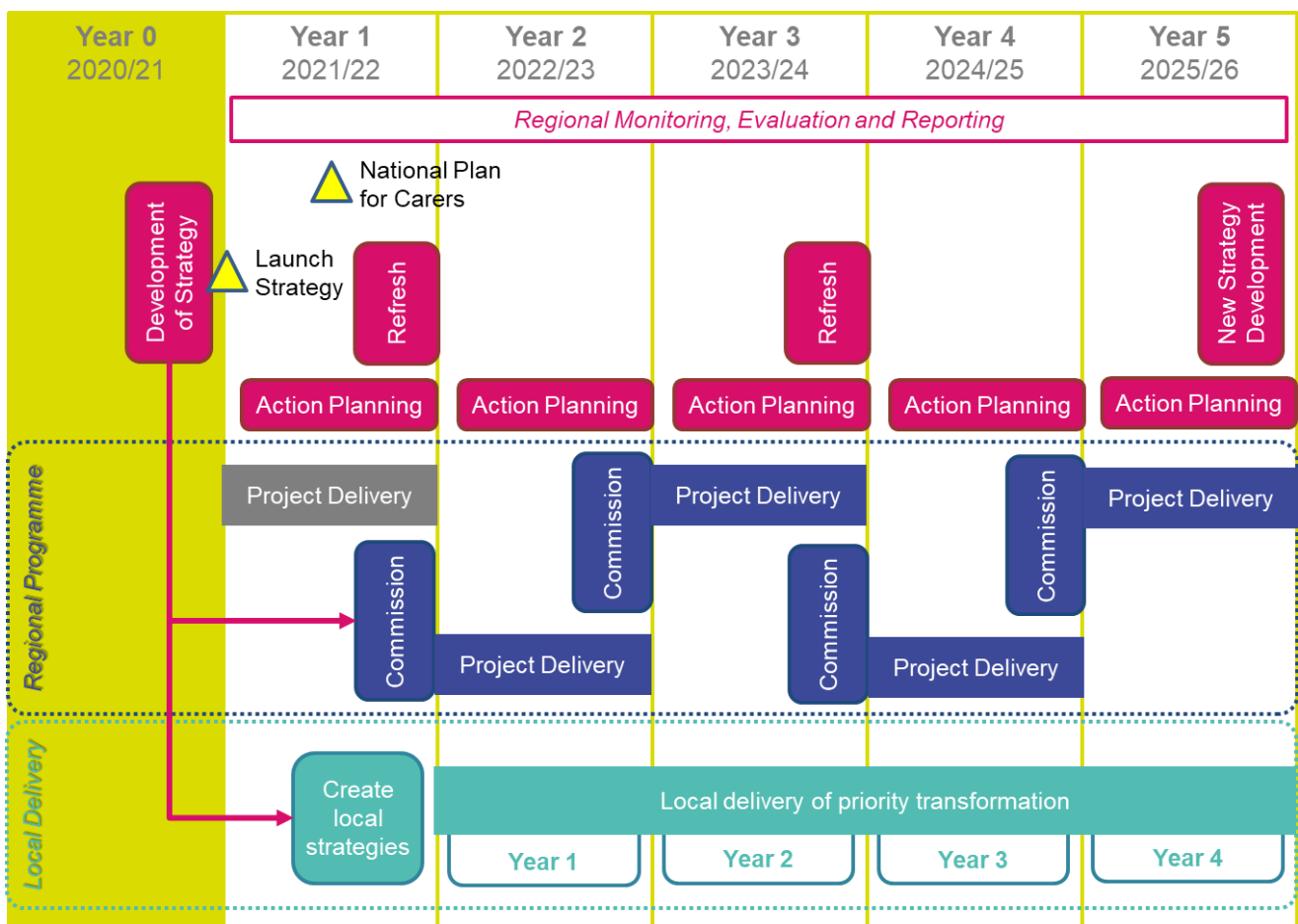


Fig.5. Our strategic five-year journey for carers

Below are some of the key points to note about this strategic journey in the diagram above:

- 🧩 The strategy will be formally launched in the first quarter of 2021/22 through the Carers Liaison Forum;
- 🧩 A regional strategy will be a catalyst for our Partnership Bodies to develop or refresh their own local strategies and action plans in relation to carers;
- 🧩 Following Welsh Government's response to the public consultation on the National Carers Plan for Wales, the strategy will be revisited with the Carers Liaison Forum using co-production principles to refine our priorities, outcomes and objectives;
- 🧩 Every year, the Carers Partnership Board will co-ordinate detailed action planning on the back of this strategy, in order to identify what actions need to be taken and how funding will be used for the upcoming financial year;
- 🧩 The first year of funded projects (2021/22) will be driven by the high level priorities of this strategy but as the strategy is refreshed later in 2021, more detailed criteria will be defined to determine what projects should be funded in future years;
- 🧩 For subsequent years (2022/23 and beyond), we will use a regional commissioning approach to ensure that the changes we deliver are directed by the priorities of this strategy and contribute towards our key priorities for carers in West Glamorgan;
- 🧩 Our strategy and annual planning activities will also inform our Partnership Bodies in their local activity planning, so that Local Authority and Health Board action plans align with the regional strategic direction for carers. These planning activities will also feed into the other regional strategies and frameworks for the Regional Partnership (e.g. Digital, Housing, CYP, etc);
- 🧩 In the final year of this strategy (2025/26) we will conduct a new round of strategic planning and refresh our vision, missions and strategic aims for carers in West Glamorgan.

Objectives

With this approach to our regional strategy, we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of carers in our region.

We identify what these changes should be through clearly defined objectives. Some of these objectives will be short-term activities, others will take longer to achieve due to its complexity or our ambitions. As we achieve one objective, this may also generate ideas for new ways of meeting our desired outcomes.

The following table lists the key objectives that we will plan to achieve in order to meet our mission and vision statements:

No.	Key Theme	Objective
1	Balancing priorities	<ul style="list-style-type: none"> • Map existing respite provision and innovation opportunities to agree regional approach/principles to respite and short breaks. • Identify key areas where representation is needed on Carers Partnership Board e.g. education. • Establish processes for connecting the Carers Liaison Forum to governance structures e.g. representatives on CPB and RPB. • Support the introduction of contingency planning tools and support for completion. • Prioritise and promote initiatives that support carer wellbeing.
2	Supporting each other	<ul style="list-style-type: none"> • Establish a Carers Liaison Forum and grow membership of individuals and carer groups. • Establish carer groups for staff in all statutory partner organisations and encourage employers across the region to do the same. • Map carers support groups and networks across the region.

No.	Key Theme	Objective
3	Information and advice	<ul style="list-style-type: none"> • Develop regional information and advice initiatives e.g. rights, carers assessments, direct payments, etc. • All regional carers document to be available in Welsh, Easy read and other minority languages common in West Glamorgan communities. • Establish a “one stop shop” of digital information sources.
4	Identified and recognised	<ul style="list-style-type: none"> • Develop and maintain regional data set on the demography of carers in West Glamorgan • Identify key points of contact where carers can be identified and establish regional approach for signposting to information, advice and support. • Support the introduction of Carer Aware training schemes.
5	Dignity and Respect	<ul style="list-style-type: none"> • Develop a carers’ charter for organisations to sign up to across the region. • Develop and promote rights awareness information. • Develop a library of carers’ stories that support engagement and promotion of carers services and support.
6	Support services	<ul style="list-style-type: none"> • Commission Carers Services in line with themes and priorities. • Refresh carers services mapping and identify potential gaps or opportunities. • Define and implement a regional approach to direct payments for carers. • Promote the Carer Liaison Forum as an established group for partners to involve in their co-production opportunities. • Develop a regional approach to learning from common challenges faced by carers in accessing and using services.

The solutions to each of these objectives will be implemented in line with our agreed values and we may find more than one solution that is worth delivering. Every year, the Carers Partnership Board will undertake action planning to prioritise initiatives we want to deliver that achieve these objectives, as well as any new or amended objectives that may arise from our collaborative working with the Carers Liaison Forum.

Success Factors

Every strategy needs a clear approach to measuring whether the changes it is implementing are successful. All of the actions we will implement over the course of this five-year strategy will be measured against our **vision** using the Success Factors in the table below:

No.	Success Factor	Indicators
1	Identified	<ul style="list-style-type: none"> • (Increase) Number of carers in West Glamorgan • (Increase) Number of attendees of Carers Liaison Forum • (Increase) Number of recipients of Carers targeted communications
2	Recognised	<ul style="list-style-type: none"> • (Increase) % of carers who report that they recognise themselves as a carer • (Increase) Number of people who attend the Carer Aware training course • (Increase) Number of people who apply for Carers ID Cards
3	Supported to care	<ul style="list-style-type: none"> • (Increase) Take-up of Direct Payments • (Increase) Amount of Tax Relief and Benefits attributed to Carers • (Increase) Number of carers who use helping services • (Increase) Amount of Carers Peer Support groups and activities
4	Life alongside caring	<ul style="list-style-type: none"> • (Increase) Take-up of Respite • (Increase) Number of carers who use sitting services
5	Feeling of wellbeing	<ul style="list-style-type: none"> • (Increase) % of carers who report improvement in their wellbeing in the past 12 months • (Increase) Number of carers who use 'preventative' mental health services (counselling, therapies, etc.) • (Decrease) Number of carers who use 'crisis' mental health services (Sanctuary Service, medication, etc.)

Our approach to how we manage these Success Factors and report on our progress throughout the life of this strategy will align to the West Glamorgan framework for performance measures which, at the time of

writing is in development. We will also continue to review and refresh these measurements to ensure they remain fit-for-purpose for our strategic ambitions and functions.

Implementation

We will achieve the objectives listed above by developing a **WGLAM Regional Carers Action Plan** with all of the actions that are needed to achieve this. This Action Plan aligns with the strategy but it is more focused on the detailed activities we will deliver through our regional programmes, projects and functions in West Glamorgan. It will also outline any targets, evaluation and monitoring measures against the objectives of this strategy. It will be owned by the Carers Partnership Board under the governance of the West Glamorgan RPB.

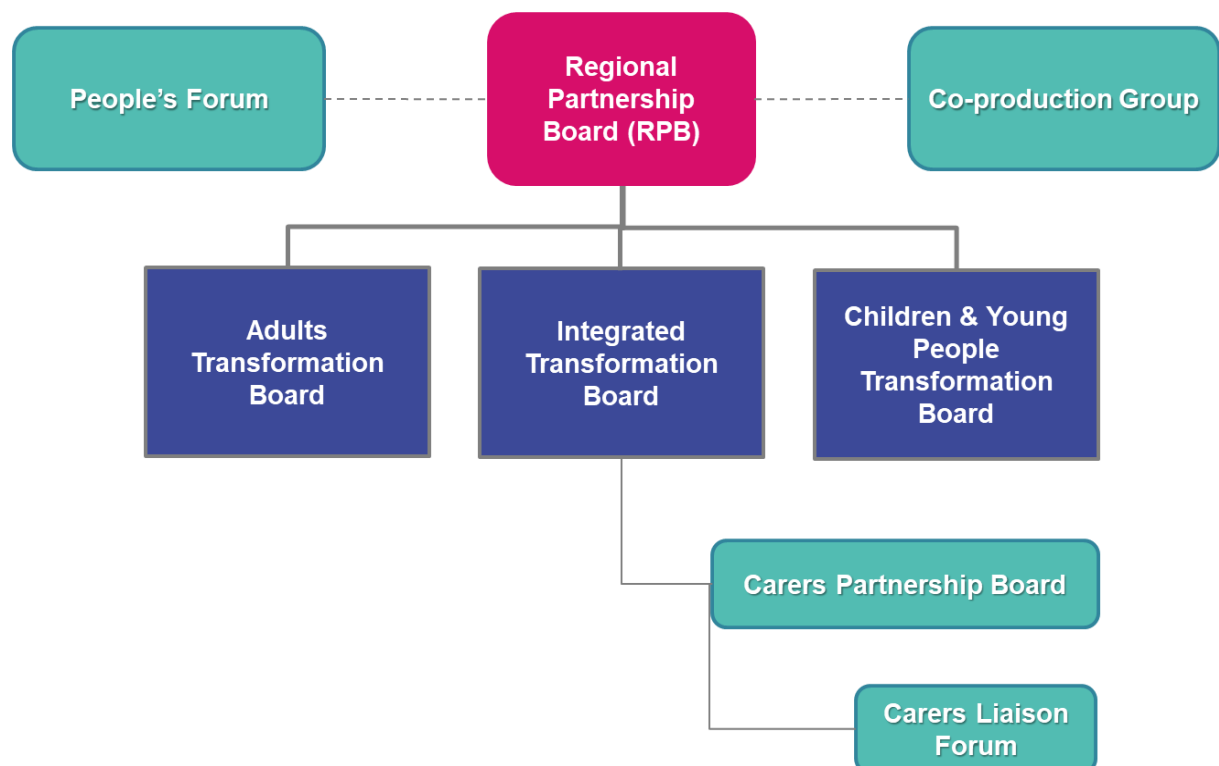


Fig. 1. Our governance of the Regional Carers Strategy

Monitoring & Reporting

As we progress in our efforts to achieve our mission and meet the vision of our regional strategy, we will regularly monitor our progress to ensure that we are on track to achieving our outcomes. To do this, we will use common **Indicators** (to show a strategic view of progress) and specific **Performance Measures** for each of the projects and initiatives that we commission as part of our Action Plan.

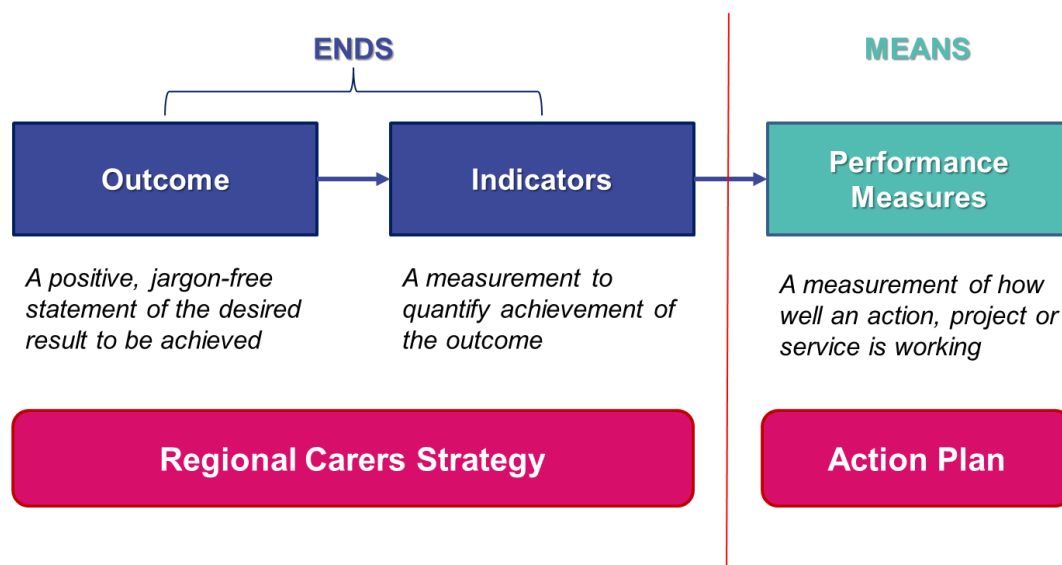


Fig.5. Our approach to monitoring and reporting

We will also report regularly on our progress through the following reporting channels:

-  **Project Returns** – each project that is funded to deliver actions that contribute to our strategy will produce quarterly returns, which highlight what has been achieved and how funding is managed;
-  **Highlight Reports** – the Carers Partnership Board will produce these reports to the Integrated Transformation Board [ITB] on a bi-monthly basis, which will include highlighting key achievements, progress against plans and important risks or actions for escalation;
-  **Carers Annual Report** – the Carers Partnership Board will produce an annual report on its performance over the previous financial year including noting progress on the achievement of this strategy;

 **West Glamorgan Area Plan Progress Report** – a report on progress against the regional Area Plan is produced every quarter for the RPB to review and endorse progress. This will include noting key achievements towards our strategic outcomes under the Regional Carers Strategy.

Evaluation

As with any strategic plan, we want to continually check that the plan remains appropriate, aligned with the needs of carers and is continuing to contribute to our mission and vision statements.

The Carers Liaison Forum is our first check that we are doing the right things in the right way. Through co-production principles, we will work with members of the forum to regularly refresh the strategy during the five-year period. We will also seek the views of carers and their representatives through the forum on specific elements of the strategy where we feel a need to verify that the actions planned are the right actions for carers.

The Carers Partnership Board is accountable for both the Regional Carers Strategy and the Action Plan that is developed for each reporting year. Members of this group are responsible for ensuring that they have reviewed and scrutinised the content of the strategy.

The Integrated Transformation Board will have the option of conducting independent evaluations of the regional strategy. This may be a function performed by an independent external organisation, commissioned by the ITB on behalf of the RPB. This level of assurance can be extremely helpful if there is any indication that the strategy is no longer fit-for-purpose.

Funding






Delivery of the actions required to achieve this strategy will be dependent upon funding from different sources. Welsh Government is the primary funder for this strategic programme of transformation through the Integrated Care Fund [ICF] which includes a specific allocation for funding projects that support carers.

However, there will be other funding sources that are planned or will come to light during the period of this strategy. Sustainable funding received by statutory partners and intended for supporting the needs of carers should be aligned to this strategy, so that we can consider all aspects of support provided to carers in a consistent way across the region.

We aim is to ensure that our transformation programmes are ‘funding fed’ and not ‘funding led’. This means that we will use available funding to achieve the priorities for carers in our region (as opposed to using funding to simply spending money without a strategy). Therefore, our regional commissioning approach will align directly to the outcomes defined in this strategy so that we can ensure we fund projects and initiatives that meet the needs of carers as defined through this strategy.

Ways of working principles

Delivery of our regional strategy for carers is just one programme of work for West Glamorgan and we will strive to ensure consistency in our approaches to transforming health and social care for the people of our communities. As such, we will work towards a common set of principles for implementing our strategy which include:

-  Promoting collaborative working across the region and across sectors, organisations and services;
-  Ensuring open and honest communications at all levels and with all parties as we continue on our strategic journey;
-  Embedding co-production in our strategic implementation activities and across our services and functions;
-  Providing independent assurance that we are consistently applying the values we have identified, helping partners, service providers and other stakeholders to understand and embrace these important values;
-  Identifying and supporting the delivery of Social Value in the way we commission and implement projects and initiatives.

Most importantly, we will work towards the values specific to the Regional Carers Strategy, as defined in Section 1 above. This strategy will inform the detailed actions we take forward collectively as a region. This will ensure that carers' rights and needs are at the heart of everything we do to improve the health and wellbeing of individuals who provide such a valuable service in our society.

Appendices

A – Action Table

The following actions will support the approval, publication, launch and implementation of the Regional Carers Strategy:

Activity	Responsibility	Planned Timescale
Approval of Regional Carers Strategy	Regional Partnership Board	January 2021
Creation of Easy Read version of Regional Carers Strategy	Carers Partnership Board	February 2021
Establish Carers Liaison Forum	Carers Liaison Forum	February 2021
Launch of Regional Carers Strategy	Carers Partnership Board	March 2021
Develop action planning document to drive implementation of strategy	Carers Partnership Board	March to May 2021
Co-produce funding, monitoring and evaluation processes for 2022/23	Carers Partnership Board	May to July 2021
Establish framework for mapping carers services and support structures	Carers Partnership Board	July to September 2021
Promote Regional Carers Strategy to influence care and support pathways across partners	Carers Partnership Board.	September 2021
Co-produce “refresh” of Regional Carers Strategy	Carers Liaison Forum	November 2021
Co-produce Carers Charter	Carers Liaison Forum	May to December 2021

B – Regional Priorities

Older People

OP.P1	Develop and maintain a sustainable range of services that meet demand, enabling individuals to remain at home while maintaining their independence for as long as possible and receiving appropriate support at times of need.
OP.P2	Develop and provide a range of future accommodation options to meet demand and enable people to remain independent for as long as possible.
OP.P3	Develop community resilience and cohesion to tackle social isolation in areas where older people live.
OP.P4	Develop an optimum model for older people's mental health services (including relevant components of the Welsh Government All Wales Dementia Strategy/Plan).

Children and Young People

CYP.P1	Develop a better range of services for all children with emotional difficulties and well-being or mental health issues, including transition and single point of access to services
CYP.P2	Develop robust multi-agency arrangements for children with complex needs.

Mental Health

MH.P1	Commence implementation of the agreed optimum model for Adult Mental Health services, as outlined in the Western Bay Strategic Framework for Adults with Mental Health problems.
MH.P2	Ensure placements for people with complex needs are effective, outcome-based and appropriate.

Learning Disability and Autism

LD.P1	Develop age blind person-centred models of care to ensure prevention and early intervention through multi-disciplinary services, by remodelling services away from establishment based care into community based services.
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Carers (Cross-cutting theme)

CA.P1	Ensure work continues to promote early recognition of all Carers so that they are signposted to information and support in a timely manner.
CA.P2	Develop and continue to provide information, advice, assistance and support to all Carers enabling them to make informed choices and maintain their own health and well-being.
CA.P3	Co-produce with all Carers on an individual and strategic basis so that their contribution is acknowledged and their voices are heard.

C – Mapping Strategic Drivers

The following strategic documents have informed the development of the Regional Carers Strategy:

Year	Title	Author
2018	In Brief – A Healthier Wales: our Plan for Health and Social Care	Welsh Government
2017	Prosperity for All: the national strategy	Welsh Government
2015	Well-being of Future Generations (Wales) Act 2015	Welsh Government
2014	Social Services and Well-being (Wales) Act 2014	Welsh Government
2019	Caring for our future: An inquiry into the impact of the Social Services and Well-being (Wales) Act 2014 in relation to carers.	Health, Social Care and Sport Committee
2020	Track the Act Briefing Series	Carers Wales
2015	Western Bay Population Needs Assessment	Western Bay Regional Partnership Board
2020	Consultation on Carers National Action Plan	Welsh Government
2019	Making Wales the best place in the world to grow older: Commissioner's Strategy 2019-22	Older People's Commissioner for Wales
2020	Happy, healthy and safe: A manifesto for Wales' children and young people 2021	Children's Commissioner for Wales
2020	Manifesto for the Future	Future Generations Commissioner
2020	Manifesto for an Anti-Racist Wales	Race Alliance Wales

In preparation for developing the five-year West Glamorgan Regional Carers Strategy, a review of existing evidence given by Carers to partners and a literature review was undertaken.

Members of the Strategy Development Group were asked to share existing evidence gathered through consultations and co-production activities in recent years. Group members also shared documents from relevant carers organisations and other partners. Desktop research was also performed to gather additional information sources and a template

was developed to collate the evidence. National issues and recommendations for Welsh Government were listed under the three national priorities for carers. Evidence to support the regional themes were listed accordingly and cross cutting themes emerging from the literature/evidence were also grouped under separate columns.

At the time of writing, 17 sources of information had been reviewed. Information and perspectives from and about different types of carers were as follows: Carers of all ages and types (5), Young Carers (4), Parent Carers (3), Dementia Carers (1), Older People/Workers (2), Sibling Carers (1), Unknown (1).

References

Ref	Year	Title	Author
1	2018	Parent Carer Forum - Consultation, design and planning	Dynamix
2	2019	Carer's Needs Assessment Survey 2019	Swansea Parent Carer Forum
3	2017	Carer Rights Event	Swansea Council
4	2017	Future of Swansea Carers Emergency Card	Swansea Council
5	2019	'Dementia are we Making a Difference' Regional Dementia Conference Evaluation Report	Swansea Council
6	2020	Young Carers consultation carried out during Young Carers Awareness day 2020	Swansea Council
7	2020	"Coming second all the time" Life in lockdown for siblings of disabled children	Sibs
8	2020	#LeftInLockdown - Parent carers' experiences of lockdown	Disabled Children's Partnership
9	2020	Caring behind closed doors - Forgotten families in the coronavirus outbreak	Carers UK

Ref	Year	Title	Author
10	2020	MY FUTURE, MY FEELINGS, MY FAMILY - How Coronavirus is affecting young carers and young adult carers, and what they want you to do next	Carers Trust
11	2019	Provision for young carers in secondary schools, further education colleges and pupil referral units across Wales	ESTYN
12	2020	Leave no-one behind	Older People's Commissioner for Wales
13	2020	Supporting older workers - A toolkit for trade unionists Wales TUC Cymru	TUC
14	2020	Carers Week 2020 Research Report The rise in the number of unpaid carers during the coronavirus (COVID-19) outbreak	Carers
15	2019	NPT Carers Have your say event	Unknown
16	2020	Young carers' transitions into adulthood	Joseph Rowntree Foundation
17	2020	Engaging with the Public-a conversation on sustaining a prudent approach to health and care	Bevan Commission

Evidence continues to be gathered from documents, consultations and co-production events regarding carers and are mapped across the themes identified in this strategy.

D – Glossary of Terms

BAME	Black and Minority Ethnic
CPB	Carers Partnership Board
ICF	Integrated Care Fund
LGBT	Lesbian, Gay, Bisexual and Transexual
RPB	Regional Partnership Board
SBUHB	Swansea Bay University Health Board
Social Value	The value that people place on the changes they experience in their lives.
The Act	Social Services and Wellbeing Act
TUC	Trade Union Congress

Note: Throughout this document, the term “We” represents the collective voice of our Regional Partnership, including the representatives of services users and carers who play a vital role in co-producing the strategies, plans and activities of the West Glamorgan Regional Partnership. This document has been co-produced with representatives of all parties and we thank them all for their time and efforts in developing this regional strategy.

Regional Carers Strategy Quick Reference Guide









Our Mission

We will work together to improve the wellbeing of carers in West Glamorgan by listening, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.

Our Vision

Unpaid Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being, throughout their caring journey.

Our Values

-  Carers are treated with kindness, dignity and respect.
-  Working with carers will be built on a foundation of honesty and integrity to foster trusting relationships.
-  Carers are empowered to speak up for themselves and the person they care for if/when needed.
-  Carers are respected as experts by experience and specialists in the wellbeing of the person they care for.
-  Carers are equal partners in discussions about their needs.
-  Carers are supported to achieve equity to enable them to make informed decisions and enhance their well-being.
-  Carers' rights are upheld by making consistent, reliable, fair and just decisions.
-  Carers and organisations/services learn together through experience, empathy and partnership.

Regional Carers Strategy Quick Reference Guide

How we understand caring situations

Caring scenarios are based on...						
Your age group <i>What stage of life?</i>	Child	Young Person	Adult	Older Adult		
Your relationship <i>Who are you caring for?</i>	Parent / Grandparent	Sibling	Child / Grandchild	Spouse / partner	Unrelated (e.g. neighbour)	
Your situation <i>What is your life like?</i>	Caring for multiple individuals	Working	Unemployed / retired	In education	Living separately to cared-for individual	Living with a disability or illness

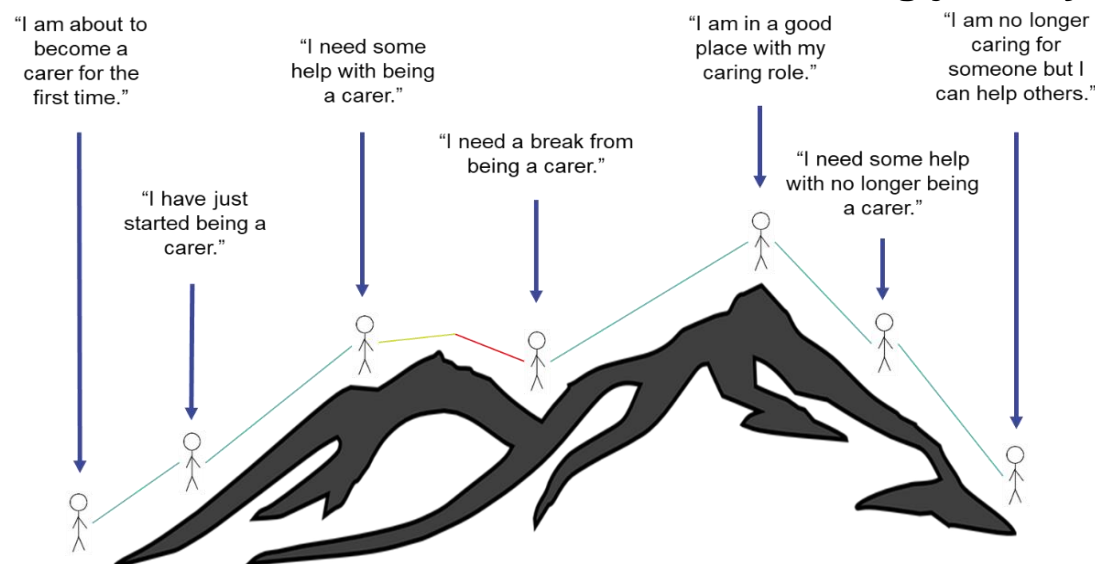
The Social Services and Well-being Act defines a “carer” as “a person who provides, or intends to provide care for an adult or disabled child”.

Carers’ age, relationships and situations are rarely static. We recognise that people can become carers gradually, but caring can also be thrust upon people through life events.

The caring journey can be difficult and rewarding, just like climbing a mountain. It does not take place linearly, paths can undulate and terrain can change.

Carers will begin the journey with varying levels of knowledge and experience. They may find that along the journey they need help or need a break to get them to being in a good place and they can move between these parts of the journey continuously for the duration of the journey. Carers also need support when transitioning from a caring role.

How we understand the caring journey



Regional Carers Strategy Quick Reference Guide

Our Themes

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
Balancing priorities	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> Better range and quality of services to meet carers' needs for a break e.g. respite More flexibility and choice More support to enable carers to access social and leisure opportunities More opportunities to 'take a break' Support to enable carers to access work, education or volunteering 	<ul style="list-style-type: none"> Carers have flexible and responsive respite opportunities. Carers have support with developing contingency plans. Carers have access to wellbeing workshops Carers have workplace and educational support 	<ul style="list-style-type: none"> Map existing respite provision and innovation opportunities to agree regional approach/principles to respite and short breaks. Identify key areas where representation is needed on Carers Partnership Board e.g. education. Establish processes for connecting the Carers Liaison Forum to governance structures e.g. representatives on CPB and RPB. Support the introduction of contingency planning tools and support for completion. Prioritise and promote initiatives that support carer wellbeing.
Supporting each other	<i>Carers value support from other carers</i>	<ul style="list-style-type: none"> More networking and interaction More peer support and community-based or local services Better channels for engagement Raised awareness of carers' issues/stories Enabling digital inclusion for carers 	<ul style="list-style-type: none"> Carers have opportunities to meet each other Carer led groups are commonplace 	<ul style="list-style-type: none"> Establish a Carers Liaison Forum and grow membership of individuals and carer groups. Establish carer groups for staff in all statutory partner organisations and encourage employers across the region to do the same. Map carers support groups and networks across the region.

Regional Carers Strategy Quick Reference Guide

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
Information and advice	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> Guidance is easy to access and understand (clear & concise) Different organisations “on the same page” Guidance is signposted/easily accessible A single point of contact for information on what help is available 	<ul style="list-style-type: none"> Carers are informed of their rights. Carers have dedicated and tailored information and advice portals/places across all statutory providers. Carers have information and advice about contingency planning Carers are informed about Assessments and how they can be of benefit. Easy read options and minority languages are catered for. 	<ul style="list-style-type: none"> Develop regional information and advice initiatives e.g. rights, carers assessments, direct payments, etc. All regional carers document to be available in Welsh, Easy read and other minority languages common in West Glamorgan communities. Establish a “one stop shop” of digital information sources.
Identified and recognised	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> Professionals (e.g. Doctors, pharmacists, front line staff) are more aware of carers and their rights New carers understand what it means to be a carer Promotion of statutory services for carers to all parties Carers are encouraged to self-identify as a carer. Carers are valued as expert partners in care and included in conversations and decision making. 	<ul style="list-style-type: none"> Carers are recognised even if they don't self-identify Carers are actively identified by organisations and staff supporting them. There is shared responsibility across and within organisations for identifying carers. 	<ul style="list-style-type: none"> Develop and maintain regional data set on the demography of carers in West Glamorgan Identify key points of contact where carers can be identified and establish regional approach for signposting to information, advice and support. Support the introduction of Carer Aware training schemes.
Dignity and Respect	<i>Carers value being treated appropriately for being a carer</i>	<ul style="list-style-type: none"> Behaviours from staff include empathy Attitudes from staff include respect Actions include meaningful listening 	<ul style="list-style-type: none"> Carers are recognised as experts by experience Awareness of Carers is commonplace 	<ul style="list-style-type: none"> Develop a carers' charter for organisations to sign up to across the region.

Regional Carers Strategy Quick Reference Guide

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
		<ul style="list-style-type: none"> Aligned with United Nations Conventions and Principles Partnerships means consistency in how carers are treated across professions and the region. 	<ul style="list-style-type: none"> Standard approaches across department's e.g. schools, IAA services, hospital discharge. There are consistent approaches across and within organisations 	<ul style="list-style-type: none"> Develop and promote rights awareness information. Develop a library of carers' stories that support engagement and promotion of carers services and support.
Support services	<i>Carers value help in understanding their rights and</i>	<ul style="list-style-type: none"> Timely access to Carers Needs Assessment / Carers Support Plan Responsive Housing support (e.g. adaption of homes) Consistent and timely Education support (e.g. for young carers struggling at school or adult learners) Timely and accessible Transport support (e.g. carers who live in a different location to the cared-for person) 	<ul style="list-style-type: none"> New developments and changes are co-produced with carers. Carers services are funded sustainably Carers are actively offered direct payments Carers positive and negative experiences are used to inform service improvement Carers have responsive and flexible access to mental health and well-being services. 	<ul style="list-style-type: none"> Commission Carers Services in line with themes and priorities. Refresh carers services mapping and identify potential gaps or opportunities. Define and implement a regional approach to direct payments for carers. Promote the Carer Liaison Forum as an established group for partners to involve in their co-production opportunities. Develop a regional approach to learning from common challenges faced by carers in accessing and using services.

Cross-cutting Themes

Carer Wellbeing

Communications

Co-production

Training



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership



West Glamorgan
Regional Partnership

Carers Emergency Action Planning Guidelines

2020

Region: West Glamorgan Regional Partnership

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Introduction

About Carers

Carers, in the context of this strategy, are **unpaid individuals “who provide or intend to provide care for an adult or disabled child”** which includes individuals who are living with an illness, disability, mental health condition or addiction. The role of the unpaid carer is a critical voluntary service that underpins the health and social care sector.

Carers can have many different responsibilities and come from all walks of life; they can be any age, any gender and from any culture. Many do not even recognise themselves as carers, they are simply providing help for a loved one and are unaware of what support is available for them, as well as the ‘cared for’ individual.

About the COVID-19 response

The COVID-19 pandemic started to have an impact on the population of West Glamorgan from March 2020. During the early months of the pandemic, a wide range of changes were introduced that affected the people of the region, especially carers. At such a difficult time, carers’ experiences were often challenging and the changes:

- Affected services that carers relied upon for their caring responsibilities, such as Day Services;
- Reduced opportunities to support and help carers balance their lives, such as Respite;
- Made daily responsibilities more difficult by constraining carers from normal tasks, such as shutting down public transportation;
- Impacted negatively on the mental health of carers and left many feeling forgotten about, isolated and without support.

It is estimated that during the early peaks of COVID-19, about 4.5 million additional people in the UK started caring for older, disabled or seriously ill relatives or friends¹. Emergency situations not only limit the support available to carers but it can create more caring situations for people at difficult times.

¹ June 2020, research undertaken by charities supporting Carers Week

About this document

In considering feedback from carers about their experiences during the COVID-19 pandemic, the Regional Partnership is committed to learning lessons and listening to the views and suggestions of carers. This will help Partnership Bodies and other regional stakeholders to be better prepared in the future, not only for additional “spikes” of the Coronavirus pandemic but for other emergency situations that have a major impact on carers.

The **Carers Emergency Action Planning Guidelines** have been developed on the mandate of the Regional Partnership Board’s (RPB) senior leaders as a direct response to the COVID-19 pandemic. The content has been co-produced by members of the regional Carers Partnership Board include carers representatives, public sector employees and people involved in delivering services to carers. Feedback from regional and local carers’ networks has also been used to inform the development of this plan.

This document has been produced alongside the co-production of a regional five-year strategy for carers in West Glamorgan. This strategy, though still in development at this time, has already identified a number of ideas and opportunities for regional development in the future. Therefore, this Emergency Action Plan focuses more on the specific, immediate actions that organisations can take during the planning and implementation of their response to an emergency. Other recommendations and initiatives will be taken forward through the development of the **Regional Carers Strategy**.

These guidelines are intended to be used by partnership organisations as part of their existing procedures for planning the response to an emergency situation such the COVID-19 pandemic. It provides guidance on what actions should be considered for inclusion the output of these existing planning procedures. This document supports these processes, it does not inform how these processes should function.

You should use this document if you are responsible for planning and implementing a response (regionally or locally) to an emergency situation

(such as a pandemic, a natural disaster, etc.) including those defined under the Civil Contingencies Act 2004. This includes situations which:

- threaten serious damage to human welfare;
- threaten serious damage to the environment;
- threaten serious damage to the security of the nation.

You should consider the content of this document if you are a:

- **Strategic Lead;**
- **Service Manager;**
- **Decision Maker;**
- **Service Provider;**
- **Commissioning and Contracting Manager;**
- **Planning Manager;**
- **Ward Manager.**

Guidelines

Using this document





This document has been designed to support the planning and implementation of a regional and/or local response to an emergency situation within the West Glamorgan region. The information in this plan should be used in conjunction with existing procedures, guidelines, legislation and planning activities relevant to the organisation, the situation and the area of the response being planned (e.g. health and social care).

If you require further assistance in understanding how to consider the needs of carers during an emergency situation, you can get in touch with the **Carers Partnership Board** by emailing carers@nptcvs.org.uk or contact the West Glamorgan Regional Partnership.

Importance of Unpaid Care

Carers play an important role in our national health and social care service, as they voluntarily provide care to people (often family members and loved ones) who would otherwise require this level of support from public services. If unpaid carers are unable to effectively provide this level of care during an emergency situation, it would not only have serious implications for the individuals themselves but for the health and social care sector as a whole.

Failure to consider the needs of carers when planning emergency responses may result in:

-  Changes being made that increase the risk to life for some of the most vulnerable members of our communities;
-  Services being withdrawn or changed without alternative support available for carers;
-  Additional financial burden on carers and longer term implications for the wider economy;
-  Impacts on the mental health and wellbeing of carers and the cared for individuals they support.

Key Themes

Carers have helped us to identify the areas where they want to see more involvement in emergency response planning:

Theme	Carers' Needs
1 Carers to be considered in decision-making	In an emergency situation, we want to make sure carers' needs are taken into account when making important decisions. If carers cannot be present, their needs should be available and clearly articulated to decision-makers.
2 Channels of communication	In an emergency situation, we want (continued) access to open channels of communication that allow a two-way flow of information to and from carers including those digitally excluded.
3 Clarity of messages	In an emergency situation, we want clear messages that explain what is going to change and the impact this will have on carers. This should include clear messages to others in our communities who play a role in supporting carers (e.g. police, doctors, volunteer groups, etc.).
4 Continuous engagement with carers	In an emergency situation, we want continuous interaction with service providers before, during and after the situation. This should make carers feel like they have not been forgotten and that their needs are important.
5 Identification of carers in an emergency	In an emergency situation, we want carers to be identified and recognised so that they can receive the right level of support and prioritisation in line with the emergency response.
6 Input into response planning	In an emergency situation, we want carers and their representatives to have input into the local and regional response planning, especially where the response will impact on carers' needs and services.
7 Routes for escalating issues and ideas	In an emergency situation, we want processes in place (or where already in place, to remain open) that allow carers to share their ideas and escalate their issues to the appropriate governing bodies.
8 Services or alternative services for carers	In an emergency situation, we want to know when carers support services are impacted and what alternative arrangements are being put in place locally/regionally.

How to plan for carers' needs

Carers' needs are often very different to the needs of the wider population. Often, people who provide care for a family member, friend or neighbour do not recognise themselves as a "carer" or having specific needs as a result of their caring responsibilities. Carers are a diverse group who have to provide a range of support including financial, emotional, physical and others. They may not even live with the person they care for, so their needs are often very different to the needs of the cared-for individual.

You can find out more about the needs of carers from the latest regional **Population Needs Assessment** for 'Carers who need support' by going to www.westernbaypopulationassessment.org for the report.

An important resource to help with emergency response planning is the **West Glamorgan Carers Liaison Forum**. This regional network includes carers and their representatives from the regional partnership as well as public service providers, third sector organisations and other supporter of carers. They provide a "voice" for carers across the region in our health and social care transformation programmes and will be able to help planning for an emergency response situation.

Carers Emergency Action Identification Template

To help with planning in response to an emergency, the following table is a useful tool for reviewing the key themes relating to carers needs and identifying the considerations you need to take into account for your own planning activities. It provides the questions carers want to see answered/considered as part of an emergency response. It is recommended that you review this table if you are planning an emergency response for a particular area, service, organisation or sector.

*Note: Please use this template as the basis for incorporating the appropriate actions into your own planning templates and documents. The final two columns are provided to help you with this but it may be more suitable to use your own planning templates and tools. This **does not** replace your own planning mechanisms but this template may help you preparing for completing your own action plans.*

Carers Emergency Action Identification Template

Theme	What carers need	Proposed Action(s)	Considerations	Response	Action Details
1 Carers to be considered in decision-making	<i>In an emergency situation, we want to make sure carers' needs are taken into account when making important decisions. If carers cannot be present, their needs should be available and clearly articulated to decision-makers.</i>	<p>1.1 A carer or carers' representative is able to feed into all proposals and recommendations for action in an emergency response plan.</p> <p>1.2 All emergency governance bodies include a statement in their Terms of Reference about consideration of carers needs as part of decision-making.</p>	<p>Any key decisions need to be considerate of the needs of carers - this can be supported through the Carers Liaison Forum, to get the "voice" of unpaid carers heard by decision-makers.</p> <p>When presented with a key decision to be made, Board members and other senior decision-makers should always pose the question "have carers been considered in this proposal / recommendation".</p> <p>Consider different types of carers who may be connect to services affected by your decision.</p> <p>Carers also represent the voice of the cared for person and should also be heard in relation to this.</p>		

Theme	What carers need	Proposed Action(s)	Considerations	Response	Action Details
2 Channels of communication	<i>In an emergency situation, we want (continued) access to open channels of communication that allow a two-way flow of information to and from carers including those digitally excluded.</i>	<p>2.1 Channels for communicating with carers are identified as part of emergency response planning activities.</p> <p>2.2 Communications for carers across the region should align to provide a “single source of truth”</p> <p>2.3 Consideration should be given to non-digital channels for communication during emergencies, to reach carers who are not digitally included</p>	<p>A single source of information (database) so everyone is sharing information together and accessing it from one place</p> <p>Communication channels between organisations (not just partners but other stakeholders and businesses across the region) should be reviewed to ensure organisations are talking to each other about the needs of carers (for example, supermarkets, foodbanks)</p> <p>Consider Frequently Asked Questions targeted at carers and considering the specific needs of carers in accessing communications (e.g. digitally excluded carers)</p> <p>Consider mass texting key messages (particularly aimed at young carers)</p> <p>For those with communication difficulties, carers are the voices of the care for and need to be heard.</p>		

Theme	What carers need	Proposed Action(s)	Considerations	Response	Action Details
3 Clarity of messages	<i>In an emergency situation, we want clear messages that explain what is going to change and the impact this will have on carers. This should include clear messages to others in our communities who play a role in supporting carers (e.g. police, doctors, volunteer groups, etc.).</i>	<p>3.1. Messages should be written consistently and clearly with the needs of carers in mind e.g. use of Plain English.</p> <p>3.2. Communications should consider when messages need to be more specific about carers needs, or when additional information or messages may be required.</p>	<p>Recognise the important role that unpaid carers have in the health and social care sector and prompt all stakeholders to consider the implications of failing to consider the needs of carers on their services</p> <p>Challenge Welsh Government and other policy makers about the distinction of unpaid carers in guidance and advice provided during the emergency, to ensure carers are properly identified and their rights are made clear</p> <p>Easy read and minority languages versions should be available</p> <p>Consider the needs of digitally-excluded carers when planning detailed actions</p>		

Theme	What carers need	Proposed Action(s)	Considerations	Response	Action Details
4 Continuous engagement with carers	<i>In an emergency situation, we want continuous interaction with service providers before, during and after the situation. This should make carers feel like they have not been forgotten and that their needs are important.</i>	<p>4.1. A key role should be identified from within the emergency response for directing issues raised by carers.</p> <p>4.2. Emergency Plans should schedule continuous engagement with carers and carers' representatives/ networks.</p> <p>4.3. Emergency planning teams should seek contact with the Carers Partnership Board to plan continuous engagement with carers during an emergency.</p> <p>4.4. Proactively promote contingency planning on an individual level.</p>	<p>Identify a role that acts as a co-ordinator for carers (e.g. a Key Worker role) to help direct carers to further support and advice</p> <p>Regular updates being provided to carers including details about when things are expected to return to normal.</p> <p>The regional approach to communications with carers during an emergency should be discussed with the Carers Partnership Board to ensure that the right approach is implemented</p> <p>Partners need to remember to consider the unpaid carers within their own workforce when considering the local response to an emergency situation</p> <p>Encourage sharing of knowledge, experience and lessons learned with the Carers Partnership Board in order to help others benefit from the different approaches to supporting carers during an emergency</p>		

5 Identification of carers in an emergency	<i>In an emergency situation, we want carers to be identified and recognised so that they can receive the right level of support and prioritisation in line with the emergency response.</i>	<p>5.1. Carers should be listed as a specific group of people in the planning for the emergency response.</p> <p>5.2. Emergency Plans and associated guidelines should include a section specific to addressing the needs of carers.</p> <p>5.3. Actions within Emergency Plans which impact on carers should include specific references to carers where appropriate.</p>	<p>Remind everyone involved in planning the response to an emergency that carers are a specific group with unique needs when undertaking planning activities (e.g. impact assessments)</p> <p>Partners to include a section about how to support carers in any emergency guidelines that are issued to businesses, stakeholders and other service providers</p> <p>Identification of carers using data markers on Health and social care records will help GPs and social workers to identify appropriate actions to take in supporting carers</p> <p>Recognise the importance of respite to carers, especially during an emergency situation, in order to identify and communicate alternative actions that provide support for carers</p> <p>Ensure that key organisations such as police forces and supermarkets are aware of the role of unpaid carers and familiar with any Regional Carers ID schemes.</p> <p>Ensure that health professionals are aware of the vital role of unpaid carers</p>		
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Theme	What carers need	Proposed Action(s)	Considerations	Response	Action Details
			<p>and systematically identify and support carers during and after hospital visits/ stays.</p> <p>Consider whether carers are being adversely affected by your emergency response action? For example, discharging patients to create capacity or withdrawing community services will put greater pressure on unpaid carers.</p>		
6 Input into response planning	<i>In an emergency situation, we want carers and their representatives to have input into the local and regional response planning, especially where the response will impact on carers' needs and services.</i>	<p>6.1. Appropriate carers representatives should be included in emergency response planning where they have an existing role in the normal governance.</p> <p>6.2. Response planning includes the relevant impact assessment activities (e.g. risk identification) with input from carers where appropriate.</p>	<p>Response planning to include identifying risks to carers of the proposed decisions/changes in an emergency situation and identifying action to eliminate or mitigate that risk</p> <p>Ensure that response planning considers the potential impacts for carers, broken down by the different caring scenarios (e.g. parent carers, young carers, older adult carers, etc.)</p>		

Theme	What carers need	Proposed Action(s)	Considerations	Response	Action Details
7 Routes for escalating issues and ideas	<i>In an emergency situation, we want processes in place (or where already in place, to remain open) that allow carers to share their ideas and escalate their issues to the appropriate governing bodies.</i>	<p>7.1. Emergency governance structures include a clear link into the relevant carers engagement group (e.g. Carers Liaison Forum).</p> <p>7.2. Professionals involved in the various levels of the emergency response are made aware of the escalation routes for carers.</p>	<p>Where there are gaps in understanding of carers needs during the planning of an emergency response, consider contacting carers representatives or leads of carers services to seek input into the planning response</p> <p>Recognise the role of the Carers Liaison Forum as a regional opportunity to engage with carers and for carers to escalate issues and ideas</p> <p>Provide briefings for Local Area Co-ordinators and other roles that engage with communities about what information to share with carers, in order to help direct carers to the right channels to escalate their issues and ideas</p>		

<p>8 Services or alternative services for carers</p>	<p><i>In an emergency situation, we want to know when carers support services are impacted and what alternative arrangements are being put in place locally/regionally.</i></p>	<p>8.1. Assessments about changes or closures to services that support carers include input from carers' representatives.</p> <p>8.2. Any changes or closures to services are communicated with details of alternative arrangements for carers, where appropriate.</p> <p>8.3. Official guidance issued to other sectors, businesses and organisations reference the appropriate information for supporting carers including staff, clients and patients.</p>	<p>Consider the impact of changes to health and social care services on carers and the implications this has on their caring responsibilities (e.g. changes to public transport restricting carers travelling)</p> <p>Ensure any closure or delays to services clearly articulate the alternative arrangements that carers can use (as well as where possible, how long these changes are likely to last)</p> <p>Where decisions on closure and/or delays in services are necessary, consider prioritising keeping open/available any services that support the mental health of carers</p> <p>Ensure advice and guidance to businesses include appropriate information on how working carers can be supported to balance their caring responsibilities with any changes to their working arrangements (e.g. homeworking)</p> <p>Consider what arrangements can be put in place to support working carers within the workplace - this may be driven by partner organisations but advice can also be provided to other businesses and smaller organisations</p> <p>It is important to consider the needs of the 'cared for' individual as well as for unpaid carers – their services will need to be taken into consideration in terms of alternative arrangements.</p> <p>Provision of 'virtual' services to replace face to face provision where possible, as soon as possible.</p>		
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ADDENDUM

While the actions and considerations identified above represent the specific needs of carers during an emergency, we acknowledge that sometimes, it may not be possible to take every action and address every consideration during an emergency situation. The nature of emergency response planning and disaster management means that this may not be practical or realistic therefore these guidelines serve as a reminder of the needs of carers. There may be a case for further consultation with carers during an emergency however it is the responsibility of the relevant organisation(s) to find the best means possible to take these guidelines into account.



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West
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West Glamorgan Carers Partnership Board ANNUAL REPORT 2019-20

This report is available in alternative formats.

Please contact the West Glamorgan Programme Office with details of your requirements.

Email: west.glamorgan@swansea.gov.uk

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Foreword

I am pleased to present the West Glamorgan Carers Regional Partnership Annual Report for 2019/20.

There were some significant changes in 2019/20. The regional boundaries were altered with Bridgend Council joining the Cwm Taff Morgannwg Region. Western Bay became West Glamorgan as the new regional footprint focused on the areas of Neath Port Talbot and Swansea. I also took on the role of Chair of the Carers Partnership Board and welcomed some new members to the Regional team to drive forward our work on Carers Strategy.

As we were preparing to draft this report the COVID-19 pandemic began and production of this report was delayed to focus on the issues faced by carers and therefor it is abridged for this reason.

I'd like to thank the Carers, statutory partners and third sector providers for their continued support of the Carers Partnership Board over the past 12 months.

Gaynor Richards,

Chair, West Glamorgan Carers Partnership Board.

Background

The Western Bay Regional Partnership was established in January 2011 by the four Chief Executives within the three constituent Local Authorities (Bridgend, Neath Port Talbot and Swansea) and the Health Board.

Regional partnerships for health and social care became part of the national governance picture in Wales in 2016, when the six other regions were formed in accordance with the Welsh Government's mandate.

In April 2019, a major change was agreed when the Local Authority area of Bridgend, which had been part of the Western Bay region since its inception, moved to the new Cwm Taf Morgannwg region in line with the Health Board boundary change. As a result, most programmes and services were restructured through a review process, facilitated by the Institute of Public Care. This involved a series of workshops which engaged with a wide range of partners, including the third sector, citizens and carers.

The new vision, aims and governance arrangements were subsequently agreed, and 'Western Bay' formally became 'West Glamorgan'.





West Glamorgan Regional Partnership Vision



The West Glamorgan Regional Partnership's vision is to provide high quality services that protect children and adults from harm, promote independence and deliver positive outcomes for people in Neath Port Talbot and Swansea.

To achieve this, Swansea Bay University Health Board and the Local Authorities of Neath Port Talbot County Borough Council and Swansea Council are working together with third and independent sector partners, citizens and carers.











The primary purpose of the collaborative is to provide a strategic mechanism for co-ordinating a programme of change via a suite of projects and work streams identified as a common priority.




The key aims of the West Glamorgan Regional Partnership are:

-  To promote prevention and wellbeing from a citizen centred perspective, that will support and strengthen both the care delivered and the health and wellbeing benefits to the people of the region
-  To integrate services more effectively for the benefit of service users and carers
-  To focus on the person through an approach committed to personalisation, independence, social inclusion and choice
-  To fulfil a shared responsibility that adults and children at risk of harm are safeguarded against all forms of abuse by working together to keep adults and children safe and to promote their welfare

-  To make service improvements, to avoid service costs increasing and to ensure services are sustainable for the future, in the face of growing demand and the current financial climate
-  To recognise that incremental changes to existing models of care will not be sufficient and that a bolder approach is needed to bring about innovative models that are appropriate to the needs of the population.

Principles of the Partnership

-  The region will identify opportunities to develop economy of scale by delivering regional services, where not optimal the programme will “design regional and deliver local”
-  West Glamorgan will focus on issues that can best be addressed by a joint regional approach to design
-  The programme and projects will need to show that they meet the Future Generations ‘5 Ways of Working’ test. i.e. they should be about the long term, prevention, involvement, collaboration and integration
-  West Glamorgan will only deliver programmes and projects that are multi-agency and not just limited to Local Authorities
-  West Glamorgan will take an asset-based approach, promoting citizens responsibility for their own wellbeing, health and care and moving away from paternalistic models of care.
-  The programme and projects will demonstrate how they are driving culture change so that citizens will be effective co-producers of services, and workers will build their skills and expertise in helping people with ‘what matters’ to them.
-  West Glamorgan will demonstrate how the programme and projects’ work will secure longer-term savings and that changes will be affordable.
-  Our programme and projects will be geared to supporting the A Healthier Wales vision of seamless wellbeing, health and care in neighbourhoods
-  Each project will have a very clear agreed business case which will include the project deliverables, project plan with identified resources for delivery including citizen engagement, communication strategy, demonstrating the expected outcomes in straightforward language and not just quantitative terms
-  Programmes and projects will not overlap or undermine each other
-  The overall programme architecture will deliver cost-effective and efficient governance and scrutiny.
-  The programme and projects will be ambitious in their scope – aiming for 3-5 years into the future and recognise the likely changes in technology, medicine and care which are coming round the corner
-  All programmes and projects will demonstrate how they address any implications for housing, acute and specialist care, social enterprises, voluntary and private sector providers as well as public sector bodies.
-  All programmes and projects will demonstrate how they add Social Value






-  West Glamorgan will communicate in clear language and will adopt the principles defined by the Co-Production group
-  Any new priorities identified will be managed by one of the Transformation Boards
-  'Business as Usual' services will report to the Programme on a 6 monthly or annual basis.

West Glamorgan Regional Partnership Board

The West Glamorgan Regional Partnership Board (RPB) is responsible for managing and developing services to secure strategic planning and partnership working between Local Authorities, the Health Board, Third Sector partners, citizens and carers. Newly appointed members for 2019/20 included a statutory Housing partner, a Registered Landlord and a statutory Education partner, thereby strengthening links with Housing and Education. The number of citizen and carer representatives increased to four members, thereby growing the voice of citizens and carers around the table.




Section 14A of the Social Services and Well-being (Wales) Act 2014 places a duty on Local Authorities and Health Boards to produce an Area Plan.

The Regional Partnership Board's Area Plan identifies the following as key themes areas for integrated working:

-  Older People
-  Children and Young People
-  Mental Health
-  Learning Disability and Autism
-  Carers (identified as a cross-cutting theme).

Integrated Partnership Board

There are three strategic Transformation Boards that oversee the delivery of West Glamorgan's programme of work. These are:

-  Adults' Transformation Board
-  Children and Young People's Transformation Board
-  Integrated Transformation Board.

The Integrated Transformation Board was established to oversee any programme or project identified as 'cross-cutting' across both the Adults' and Children and Young People's agendas. The Carers Partnership Board operates under the West Glamorgan Integrated Transformation Board and is charged with allocating the Integrated Care Fund (ICF) and Welsh Government Carers funding for the region.

Carers Partnership Board

The West Glamorgan (formerly Western Bay) Carers Partnership Board was established in 2012 in response to the Carers Strategies (Wales) Measure 2010 which required NHS and local authorities in Wales to work in partnership to prepare an Information and Consultation Strategy for Carers.

In the first six months of the year, the West Glamorgan Carers Partnership Board consolidated its arrangements in response to the boundary change. It was initially chaired by the Director of Primary and Community Services, Swansea Bay University Health Board (SBUHB), with the Director of Neath Port Talbot CVS appointed as the new Chair from September 2019.

The West Glamorgan Partnership has representation from Carers, City and County of Swansea, Neath Port Talbot County Borough Council, Swansea Bay University Health Board, Swansea Carers Centre, Neath Port Talbot Carers Service, West Glamorgan Regional Partnership and the County Voluntary Councils, represented by Neath Port Talbot CVS. The Partnership is working together effectively to develop its five year regional strategy for Carers. The strategy will be co-produced with Carers, and workshops have already been held to start this process. In the reporting period, it was agreed that a Vice-Chair would be appointed who is or was a carer to strengthen carer's voice on the Board. Representation has also been requested from the third sector as well as young carers services in Swansea and Neath Port Talbot.

The West Glamorgan Carers Partnership Board works in line with the Welsh Government national priorities for Carers.

1. Supporting life alongside caring
2. Identifying and recognising carers
3. Providing information, advice and assistance.

These priorities formed the basis for the allocation for funding in 2019/20. Development of the new Regional Carers Strategy will strengthen the regional approach ensuring that funding is targeted towards the needs of Carers in the region.

Infographic

TOTAL CARERS



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership

SUPPORTED

2,810



Counselling, mental health and well-being activities

110



Information,
advice and
assistance

1,428

Respite

Hours

2,918

Integrated Care Fund

Funding for 2019/20 from ICF was £200,000 and aligned with the three national priorities for carers in Wales. In West Glamorgan, this funding was used to trial new and innovative means of providing information and support to carers of all ages.

The following projects/services were funded:

Me myself and I - Friendly Faces – Carers Project	Me, Myself and I	Neath Port Talbot	£25,680
Carers Partnership Board - Carers Development Officer	Neath Port Talbot CVS	Regional	£43,288
Parent Carer Transition Link Officer	Neath Port Talbot Carers Service	Neath Port Talbot	£26,658
You Are Not Alone 2	Chinese in Wales Association	Regional	£12,000
Emergency respite for carers (of people with dementia)	Swansea Carers Centre	Swansea	£19,962
GP Drop-In Sessions	Neath Port Talbot Carers	NPT	£5,639
Swansea Carers (of people with Dementia) Project	Swansea Carers Centre	Swansea	£22,516
I Care... Do you?	YMCA Swansea	Swansea	£9,955.44
Swansea Carers Centre – CWSTH	Swansea Carers Centre	Swansea	£9,992.00

Highlights of this scheme for 2019/20 include:

- Funding of emergency respite arrangements for carers of people with dementia through the local carers service;
- Raising awareness about carers rights and making more information available to carers;
- Supporting organisations like YMCA Swansea and the Chinese in Wales Association to deliver regional projects aimed at carers;
- Working with schools in the region to help identify Young Carers as part of cross-sector collaborative working.

The Carers Co-ordinator resigned in 2019 and we decided to review the post. We'd like to take this opportunity to thank Liz Griffiths-Hughes for her contribution to the regional work on carers. Following review, the vacancy was advertised as a Development Officer role to emphasise the focus on developing partnership and collaboration and progressing the work on the strategy.

Monitoring Information

Project	Outputs
NPT Carers - Parent Carer Transition Link Officer	23 Parents whose children are going through transition had support with Carers Assessments, IAA & Signposting. 7 events were attended by the Transition Link Officer offering IAA. Percentages are hard to report on as this is a new role.
Chinese In Wales Association - You are Not Alone Regional	1) 18 Regular carers Coffee Mornings and gatherings events and 5 outings 2) Total 45 carers participants in above activities. 3) 17 new carers were newly supported across region; 4) 65 counselling sessions were taken by 11 carers. 5) 5 organisations are developing closed working partnership to support Chinese carers
Carers Partnership Board - Carers Coordinator Post Regional	Attendance at Carers Partnership meetings has been consistent throughout the financial year. Carers projects funded by ICF and Welsh Government funding have contributed to meeting regional and national strategic priorities for carers. Welsh Government reporting requirements have been met.
Me myself and I - Friendly Faces – Carers Project NPT	25 care partners have attended group sessions 30 care partners received 1-1 support 23 care partners have received training 100% of carers reported reduced feelings of anxiety 100% of carers report improved wellbeing
Swansea Carers Centre - Carers Project (Dementia)	Final Collated Totals New Carers Identified : 379 Direct referrals from Primary and Secondary Health, Social Services, Agencies for support and respite : 374 Drop In Attendees: 584
Swansea Carers Centre - Emergency Respite	Carers received Respite: 71 Carers Respite hours allocated: 1,457 hours.

Welsh Government Funding

Funding for 2019/20 from Welsh Government was £129,000 and aligned with the three national priorities for carers in Wales. In West Glamorgan, this funding was used to trial new and innovative means of providing information and support to carers of all ages.

The funding may be used to trial new and innovative means of information and support, that will help identify, provide information to and support carers of all ages, when they are in contact with healthcare services. The funding could also be used to continue to fund eligible activity that has been in operation during 2018-2019.

There is a particular focus on projects that support:

- Carers in General Practice
- Discharge from hospital planning

The following activities/projects were funded:

Neath Port Talbot Carers Service Health Liaison Officer /GP Accreditation and Hospital Link	£15,110
Neath Port Talbot Carers Service Taking Care of Me - A Life alongside Caring	£25,451
Neath Port Talbot Carers Service Single Point of Contact – Carers Triage	£15,179
Neath Port Talbot CBC Youth Service – Young Carers Service	£41,182
Swansea Carers Centre – Carers Hospital Outreach Service	£31,678

Highlights of this scheme for 2019/20 include:

- Implementing the 'Carer friendly' GP accreditation scheme, as part of efforts to improve the information offers to carers in the Primary Care environment;
- Piloting a new hospital outreach service for carers and improving the information provided to carers at the point that they are discharged from hospital.
- Providing a Carers Triage service in Neath Port Talbot to act as a single point of contact for enquiries from carers.

Monitoring information

Project	Outputs
Neath Port Talbot Carers Service Health Liaison Officer /GP Accreditation and Hospital Link	17 GP Practices have been through the GP Accreditation Scheme. 8 have had Carer Friendly Plus Award, 4 have had Carer Friendly Award.
Neath Port Talbot Carers Service Taking Care of Me - A Life alongside Caring	64 Carers have access the Counselling service. 15 well being workshops have been offered. 22 activities have been provided for Carers to attend. 103 carers have accessed the sitting service, providing 1461 hours of sits via volunteers and care agencies.
Neath Port Talbot Carers Service Single Point of Contact – Carers Triage	283 carers were referred through Triage Gateway Service. All 283 carers were offered a full package of support. 214 carers had a carers assessment. 283 has an IAA session. 55 carers has a one to one face to face IAA session
Neath Port Talbot CBC Youth Service – Young Carers Service	<ul style="list-style-type: none"> • Number of schools, colleges, community groups offered awareness raising sessions: Cumulative Project Total - 41. • Number of awareness raising sessions delivered in a school, college, community setting: Cumulative Project Total – 101 • Number of children and young people attending awareness raising sessions at a school, college, community setting; Cumulative Project Total - 5111. • Number of information events, community engagement events, organisations visited to promote & increase awareness of young carers: Cumulative Project Total – 7 • Number of young carers accessing a keeping in touch service, engagement event: 29 young people attended various engagement events. • Number of individuals receiving information, advice and assistance: Cumulative Project Total – 326 • % of children and young people identified following awareness raising sessions at schools/colleges/community settings: Cumulative total 6.1%; 127 out of 2071 young people. • % of children and young people attending awareness raising sessions stating they had a better understanding of young carers: Cumulative 97%; 1955 out of 2015 young people. • % of children and young people attending awareness raising sessions stating they knew where to go for information, advice and assistance in the future: 95.8%; 1932 out of 2015 young people. • % of young carers satisfied with the keeping in touch service / engagement events: 100%; 31 out of 31 young people who completed evaluation form.

Project	Outputs
	<ul style="list-style-type: none"> % of young carers who stated the keeping in touch service/engagement events has helped them: 100%; 31 out of 31 young people who completed evaluation form.
Swansea Carers Centre – Carers Hospital Outreach Service	<p>Total – 749</p> <ul style="list-style-type: none"> 1st April 2019 – 30th June 2019 = 134 Total contacts/further action with or on behalf of those referrals = 219 1st July 2019- 30th September 2019 = 153 Total contacts/further action with or on behalf of those referrals =210 1st October 2019 – 30th December 2019 = 154 Total contacts/further action with or on behalf of those referrals = 238 1st January 2020 – 31st March 2020 = 164 (16th March 2020) <p>Activities within the Hospitals and Care Homes were suspended due to Corona Virus</p>

Strategy Development

The establishment of the West Glamorgan Regional Partnership in 2019 meant the need to create a new Regional Carers Strategy. By doing so, robust and focused commissioning can take place in line with the principles of the West Glamorgan Regional Partnership. In the autumn of 2019/20, a series of workshops with Carers took place, to begin the process of co-producing the new strategy. Contributions from Carers, third sector providers and statutory partners were collated to form the foundations of the Strategy vision, priorities and themes.

Carers shared their views, wishes and feelings with and a draft vision statement was developed.

“I am recognised as a carer, listened to and heard. I feel valued and respected for my caring role, benefiting from tailored services and timely support that is flexible to meet the needs of myself and those I care for. I am able to stay healthy and achieve a standard of life that I am happy with. I am supported to work and able to access learning and education if I want. I have a choice about whether I wish to provide care, and how much care I am willing and able to provide, ensuring each person I care for has an optimistic future.”

We listed to carer’s stories, challenges and successes and grouped these into themes.

Theme	Carers View	What does this mean?
Balancing priorities	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> • Better quality of services such as respite • More flexibility and choice • More social opportunities • More opportunities to 'take a break'
Supporting each other	<i>Carers value support from other carers</i>	<ul style="list-style-type: none"> • More networking and interaction • More peer support and community-based or local services • Better channels for engagement • Raised awareness of carers' issues/stories
Information and advice	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> • Guidance is easy to access and understand (clear & concise) • Different organisations "on the same page" • Guidance is signposted/easily accessible • A single point of contact for information on what help is available
Identified and recognised	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> • Professionals (e.g. Doctors) are more aware of carers and their rights • New carers understand what it means to be a carer • Promotion of statutory services for carers to all parties
Dignity and Respect	<i>Carers value being treated appropriately for being a carer</i>	<ul style="list-style-type: none"> • Behaviours include empathy • Attitudes include respect • Actions include listening • Aligned with United Nations Conventions and Principles • Partnerships means consistency in how carers are treated across professions
Support services	<i>Carers value help in understanding their rights and</i>	<ul style="list-style-type: none"> • Carers Needs Assessment / Carers Plan • Housing support (e.g. adaption of homes) • Education support (e.g. for young carers struggling at school) • Transport support (e.g. carers who live in a different location to the cared-for person)

Sadly the workshops planned in March 2020 to progress this work had to be cancelled due to the COVID-19 pandemic.

The strategy development work will continue during 2020 albeit with reduced capability for face to face co-production activities and workshops.

Carers Week 2019

Below are some of the activities which took place during Carers week in Swansea.

Walk in our shoes

TUESDAY 11 JUNE 2019

Join us during Carers Week on our walk to raise awareness of the contribution carers make to families and communities in Swansea. Join us at any point during the walk (see route below) Bring your friends, family and even your dogs. All welcome. For further information contact Swansea Carers Centre on 01792 653344.

The Route

10am - Forestfach Medical Centre
10.15 - Cheriton Medical Centre
11.00 - Brynhyfryd Medical Centre
11.30 - Manselton Surgery
11.50 - Cwmfelin Surgery
12.30 - Swansea Carers Centre
(NB These are approx timings)
supported by the Penderri Cluster GP surgeries

Carers Week

Canolfan
Gofalwyr
Abertawe

Swansea
Carers
Centre

GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

CRONFA
GYMUNEDOL
COMMUNITY
FUND

You are invited to the Helping Family Carers Project LAUNCH

Friday 14th June 2019

10am - 2pm

The Carers Cwtsh, Mansel Street, Swansea
(Next to Swansea Carers Centre)

Are you the parent of a child with disability?
Do you care for an older relative or friend?

Come along and find out how we can help.

Lunch, chat and laughter included

Special requirements ie respite, childcare or dietary -
no problem, just let us know.

To book your place contact -
leanne@swanseacarerscentre.org.uk or
angela@swanseacarerscentre.org.uk

01792 653344

CRONFA
GYMUNEDOL
COMMUNITY
FUND

Canolfan
Gofalwyr
Abertawe

Swansea
Carers
Centre



Carers Rights Day 2019

Below are some of the activities taking place on and around Carers Rights Day in Swansea and Neath Port Talbot.



Thursday 21 November 2019

Carers Assessments—Your Rights

Join us at

The Village Hotel, SA1, Swansea

Thursday 21 November 9.30am—3pm

- Make Carers Aware of their Rights to a Carers Assessment
- Let Carers Know Where to Get Help & Support
- Raise Awareness of the Needs of Carers

LUNCH INCLUDED

To book your place email admin@swansecarerscentre.org.uk
or ☎ 01792 653344
(let us know if you need any special requirements - respite, dietary)



You are invited to

SWANSEA CARERS FORUM

Not your ordinary run of the mill boring meeting! We are teaming up with **Dynamix** to organise an event which will be full of fun and laughter whilst also helping to identify how the Swansea Carers Forum will develop and promote your views.

Come along in a stress free and supportive environment. Your views do count and we do want to support you in setting up a forum that stands up for the needs and rights of carers in Swansea.

LUNCH PROVIDED



Friday 27th September 10.00am -2.00pm

To book a place or for further information please contact

ali@swansecarerscentre.org.uk Tel – 01792 653344



And additional activities throughout the year.

JAN - MAR 2020 | FOR PATIENTS & CARERS

WINTER WELLBEING

SUPPORT, SERVICES, ACTIVITIES AND MORE.

SWANSEA CARERS CENTRE & YMCA SWANSEA

Swansea Carers Centre and YMCA Swansea are supporting carers and the cared for through various activities. These include: support and guidance about additional services - Free Drop in sessions at YMCA and SCC The Cwrti - Free Gym Membership Free courses in Mindfulness, Gentle flow Yoga, Nutrition, Confidence Building, Mental Health First Aid, Music, Drama and Dance. Contact YMCA and ask for Vicki.

AGE CYMRU

Age Cymru West Glamorgan provides FREE information and advice on a range of issues relating to people 50 plus in Swansea, Neath, Port Talbot and Bridgend. We can advise you on your rights and entitlements, local services and support available to you and those who care for you. Our Advice Line is open Monday to Friday 10am to 3pm on 01792 346344.

NEATH PORT TALBOT CARERS SERVICE

The service is offering a range of activities and workshops, such as a cooking course, emotional well being days with MIND Neath Port Talbot, trips to Cardiff, Tolly-Si Ffagan and singing sessions. We are prioritising new carers who are being referred to us from Care & Repair having said that all our carers are welcomed to phone up and book a place provided there is enough room.

CARE & REPAIR WESTERN BAY

We provide a wide range of services including:

- Benefit advice - Handyperson service - Fire Safety Audit - Advice, support & assistance - Energy efficiency advice - Signposting to other organisations & services - Applying for grants & benevolent funding - Plus more!

CONTACT NUMBERS

Swansea Carers: 01792 653344
NPT Carers: 01639 642277
YMCA: 07535149411
Care & Repair: 0300 111 3333
Age Cymru: 01792 346344

Swansea Carers Centre

YMCA

Partnership

West Glamorgan Regional Partnership

GIG NHS

Swansea Carers Centre

CARERS! WE ARE AT THE END OF THE PHONE

Swansea Carers Centre may be operating differently during this time but we are still here to help carers.

Take a look at the help-lines and services below.

Follow us on Facebook @Swansea Carers Centre

<p>COUNSELLING</p> <p>If you are feeling stressed and anxious at the moment and would like to speak to our Counsellor then ring the helpline below. It is confidential.</p> <p>01792 653344 07984 445484</p>	<p>WELFARE BENEFITS</p> <p>Our welfare benefits team are helping claimants via telephone appointment. They can guide you through your application form for certain benefits over the phone.</p> <p>07984 445493 07984 445491</p>
<p>CARER ADVICE & SUPPORT</p> <p>Our advice and information line is available for carers. If we can't help you then we will signpost you to someone who can.</p> <p>01792 653344 07984 445465</p>	<p>YOUNG ADULT CARERS</p> <p>This time is particularly difficult for young adult carers for whom their studies and futures can seem uncertain. Give our YAC helpline a ring.</p> <p>07305 820449</p>
<p>TY CONWAY DAY SERVICES</p> <p>Whilst our day centre remains closed, staff are maintaining telephone contact with their clients as well as picking up their shopping and prescriptions.</p>	<p>CARING FOR SOMEONE WITH DEMENTIA</p> <p>If you are caring for someone with dementia then we can support you. Our Dementia Co-ordinator is available to give you emotional support, practical tips and coping strategies.</p> <p>07746 133240</p>
<p>HOSPITAL OUTREACH</p> <p>Helpful advice & a range of information on "Being in Hospital", "Discharge from Hospital" and/or choosing a Care Home for a loved one.</p> <p>07984 445495</p>	<p>PARENT CARERS</p> <p>Advocacy support, online parent carer group, accessible training sessions and helpline.</p> <p>07534 625138</p>

HELP LINE TIMES

Monday - Friday / 9.30 am - 4.00 pm

Remember we would like to hear from you. Any issues you have or help you need, just pick up the phone.

Join us for a virtual cuppa!

Every Monday
2-3:30 pm
All Carers Welcome!

These meetings will be held using ZOOM. Please send us a message for the meeting code and password. Or email georgia@swansea-carers-centre.org.uk for more information.



Canolfan Gofalwyr Abertawe

Swansea Carers Centre

funded by carerstrust

Goldies Sing & Smile Cymru

Fun & Friendly Singalongs

NEAR YOU AT

BAGLAN CARERS GROUP
Baglan Community Centre, Hawthorne Avenue,
Baglan Castell-nedd, Port Talbot, SA12 8PG

Join Steve Eldridge for an hour of fun and laughter!
10.00am - 12.00pm

Supported by

CRONFA SYMUNDO CYMRU FUND

NEXT SESSIONS...

Bring along a friend!

The LAST TUESDAY OF EACH MONTH (Starting July 2019)

www.goldiescymru.org.uk Charity Registration 1121602
CHERYL DAVIES 07860 944410
cheryl@goldiescymru.org.uk



WINTER 2019

Activities Bulletin



Carmarthen Shopping

For our 2019 Christmas shopping trip, we'll be going to Carmarthen. Pick up from **Port Talbot Bus Station (9:00am)** and then heading to **Neath Train Station**.

Dec 3rd
 9:00am - 4pm

Neath & Port Talbot Pickups

Towers Christmas Party

Our Christmas Party is being held at the Towers Hotel, there will be music, dancing, a bar and a hot and cold buffet.

Dec 17th
 Towers Hotel
 12pm-4pm





If you want to book a spot for any of these events, contact us via **telephone** or **email** - details below



NEATH PORT TALBOT CARERS SERVICE

Address:
Health & Social Care Centre,
Cmilla, Neath
SA11 3SU

Telephone:
01639 642277

Email:
information@nptcarers.org.uk



 @nptcarers

Neath Port Talbot Carers Service | Registered Company No. 6868025 | Registered Charity No. 1130262

Singing Session

Goldies are back! Join one of their session leaders for an hour of fun and laughter. Belting out all the hits from ABBA to Elvis.

Nov 5th
 Baglan Community Centre
 10:30pm-11:30pm

Website Workshop

We are building a brand new website and we want to hear what you have to say! Have a cup of coffee, a chat and make your voice heard!

Nov 13th
 Baglan Community Church
 10pm-2pm

MIND Workshop

Come to one of our emotional well-being workshops in collaboration with MIND Neath Port Talbot.

Nov 19th
 Baglan Community Church
 10pm-12pm

NOTE: Contact details on other side!

Neath Port Talbot Carers Service | Registered Company No. 6868025 | Registered Charity No. 1130262

Appendices

West Glamorgan Regional Partnership Annual Report



West Glamorgan
Annual Report - 2019-