



Reporting Period: Quarter 4 Cumulative 2022-23 Financial Year

Programme Overview	TITLE: West Glamorgan Carers Programme
	<p>The Regional Carers Strategy defines our five-year strategy for carers in West Glamorgan. The co-produced strategy was approved by RPB in February 2021. The strategy 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.</p> <p>The West Glamorgan Carers Partnership has been existence for a number of years and in 2021 established a Carers Liaison Forum to facilitate more regular engagement and coproduction with carers.</p>

RBA Performance Accountability	SECTION GUIDANCE NOTE: This section of the report focusses on the performance accountability of the RBA methodology (delivery of programmes). It should demonstrate the activities enabled by RIF funding/programmes, and demonstrate how person-centred outcomes are being achieved. You can copy and paste infographics, etc. from the excel tool to add to the reporting and include person/project case studies as supporting evidence/sharing of good practice.
	Quantitative Measures
	<p>Overview</p> <p>There are 33 community based third sector projects that are grouped into the following key themes under relevant model of care:</p> <p style="padding-left: 20px;">Promoting Good Emotional Health and Wellbeing:</p> <ol style="list-style-type: none"> 1. Flexible Respite and Short Breaks 2. Community Counselling / Wellbeing support 3. Community Support for Young Carers 4. Community Support for BAME carers <p style="padding-left: 20px;">Home from Hospital</p> <ol style="list-style-type: none"> 5. Hospital Outreach <p style="padding-left: 20px;">Prevention and Community Co-ordination:</p> <ol style="list-style-type: none"> 6. Information, Advice, Assistance, and community support <p>The total investment of carers projects is £1,147,105 funded via Regional Integration Fund (5%), Welsh Government carers and Carers Trust Funding. A total of 5,856 carers were supported through the different RIF funded projects in 22-23.</p> <p>Please refer to attached infographics which provides a summary of the performance measures for all the carers projects.</p>
	<p><u>Promoting Good Emotional Health and Wellbeing for Carers</u></p> <p>A significant focus in Carers Programme is around the model of care for promoting good emotional health and wellbeing for carers and includes 4 themes:</p> <ul style="list-style-type: none"> • Flexible respite and short breaks • Community counselling and wellbeing support • Community Support for Young Carers • Community Support for BAME carers

These projects include a wide range of support for different groups of carers including young carers, parent carers, dementia carers and older people carers.

Flexible Respite / Short Breaks

Under this theme there are 16 projects that offer a range of **flexible respite / short breaks** options. These include sitting services, emergency respite, giving you time back schemes, which offer help at home, home improvement, handy person services, decluttering, gardening, and cleaning support, vouchers for short breaks, grants to fund short breaks, short breaks for parent carers and residential trips for young carers. Feedback from carers through the carer's liaison forum said they wanted a wider range of flexible options as different carers want different options and want a choice to suit their varying needs.

1,486 carers received respite and short breaks in 2022-23, though many of these schemes did not start till mid-way through the financial year. 117 carers and 85 young carers were supported with a short break / residential trip to enable carers to have a life alongside caring and maintain their own health and wellbeing.

Community Counselling and Wellbeing Support

Ensuring that carers have a feeling of wellbeing throughout their caring journey is a priority for the Carers Programme. Under this theme, the RIF funds 8 projects to provide **community counselling and wellbeing support**, provided to a range of carers including families with neurodiverse young people with additional needs and male carers. **1,102 carers** have been supported through the following range of support:

- Regular wellbeing calls with links to professional networks if further support is needed
- Bereavement support
- Support at the end of the caring role, including workshops and one-to-one mentoring/coaching to support carers to return to employment or education
- One to one counselling sessions
- Group counselling sessions

Community Support for Young Carers

Supporting and identifying young carers is a key priority for the Carers Programme. In NPT and Swansea there are projects that deliver awareness raising sessions within schools, colleges, and community groups and aims to ensure young carers are identified, recognised, and supported. The Project aims to ensure our society are aware of who young carers are, what challenges they may face and how they can be supported, with training provided to professionals and staff in schools. It is essential for society to have knowledge and skills to identify and support young carers to ensure they receive the help they need. **162 young carers** have been supported and **14,213 children and young people** have had awareness raising sessions in schools, colleges and community setting across West Glamorgan. The project in NPT reported 99.4% (497/500 evaluated) of children and young people attending awareness raising sessions stated they know where to go for information, advice, and assistance in the future. 96.4% (54/56) of young carers felt the keeping in touch service/engagement events has helped them.

A regional project has enabled **81 young carers** across Swansea and Neath Port Talbot to apply for a Young Carers Grant. This grant has supported opportunities for Young Carers to access services and items that enabled them to have a meaningful break from their caring role- either physically or mentally. This has enabled these young carers to have opportunities to have time for themselves, socialise with family and friends and support their overall wellbeing. Young carers were also able to take part in a trip to visit Folly Farm in February half term, which was an opportunity for young carers to extend their friendship groups, have a break from their caring roles and participate in a new experience. This trip was attended by **28 young carers**.

Community Support for BAME Carers

It is recognised that poorer health inequalities are deepening among unpaid carers and in particular carers from ethnic minority backgrounds. There is a key project for '**Community Support for BAME carers**' which identifies carers, brings them together, finds out their needs and provides support in order to equip BAME carers with coping strategies and the confidence/ assurance in their ability and skills in providing care, whilst looking after their own wellbeing. This project offers specialist support for BAME carers, recognises different cultural nuances, and is aware of the issues associated with language barriers, to gain the trust of carers in different communities. The project supported **163 BAME carers** in 22-23, with 98 of those receiving an internal assessment and 100% of those who responded said that they felt their needs were met.

Prevention and Community Co-ordination of Services for Carers

The RIF funds 10 projects which support the **prevention and community co-ordination model of care**, with most projects focussed on **information, advice and assistance**, signposting carers to the services that can support them and ensuring a seamless more streamlined service with different sectors working together.

Information, Advice and Assistance and Community Support

The Integrated **Dementia Carer Support** Project in NPT has provided **242 carers** with a seamless first point of contact for Carers, ensuring they are provided with the right information at the right time as well as being offered a Carers Assessment. This has improved the integrated working between Neath Port Talbot Carers Service, Health, and Social Services. Swansea offers a similar service for carers for people with dementia by working with primary and secondary care staff in local health settings. They provided **1,033 carers** with a personalised, single point of access for support, focusing on engaging carers of newly diagnosed to allay fears/concerns and inform and educate them, with the aim of reducing isolation.

Home from Hospital Services

In terms of supporting the **Home from Hospital model of care**, there is 1 project for a Hospital Outreach Service which has supported **326 carers**. The service ensures carers attending Hospitals in Swansea (including staff who are carers) have access to a carers centre worker, find out about support and services available to them and access advice and information to support and sustain them in their caring role. Introducing the project to the Swansea Locality has standardised the provision across hospitals within the Swansea Bay University Health Board and improved access to support and information for all carers attending a hospital setting.

Qualitative Indicators

Promoting Good Emotional Health and Wellbeing: *Flexible Respite and Short Breaks*

Provision of such a wide range of flexible respite and short breaks options helps to ensure that unpaid carers have the opportunity to take breaks from their caring role to enable them to maintain their own health and well-being and have a life alongside caring. It also recognises the need to provide bespoke services to individuals as carers have different needs and want different types of support. Of those carers who provided feedback **169 carers** said they felt the respite was beneficial and **399 carers** felt they received a flexible and responsive respite service.

The emergency respite service in Swansea reported that **90% of carers** stated that the respite reduced the impact of an emergency on the whole family, and many said it saved them from experiencing a breakdown in their emotional and physical wellbeing.

Quote from service user: 'I feel as if I can now turn to the team when I am overwhelmed and not sure what to do next or where to seek help. They have been my voice when I've been exhausted and burnt out.'

Provision of a respite service in terms of emergencies or crisis are a key element of the model and a further scheme was prioritised through the carers trust funding in the latter part of 22-23 to provide more emergency placements. Swansea Council block booked 1 care home bed at 2 separate dual registered (nursing and personal care) centrally located care homes in Swansea which are prioritised for people who need it most or as a response to emergency or crisis situations.

A regional project for Carers provides help at home, home improvement and handy person services which includes decluttering, gardening, cleaning support. 100% of 239 carers said their needs were met. Quote from service user: *'I felt so much happier just talking to XX and she managed to solve lots of issues around the home that I was unable to cope with. This is a wonderful organisation for people like myself and I feel so much better already. The work you are doing is invaluable'*.

The Young at Heart, A Life Alongside Caring Project offers a sitting service through use of volunteers. A husband who looks after his wife with dementia is now able to go out and undertake his errands knowing that his wife is safe with the volunteer supervising her. Quote: *"It is an excellent service. My wife is chirpier and looks forward to the volunteer coming. If you can get other volunteers as good as her, you will be doing a magnificent job"*.

The 'Time 4 You' project in Swansea supported **401 carers** to have a short time break, for example whilst they go to the shops or meet friends. It includes a variety of flexible respite options to relieve the pressure of the caring role. This includes the more traditional respite. Based on 37 respondents to a questionnaire, **100% of carers** provided with respite found this beneficial.

A Carers Wellbeing sub-project in NPT offers a sitting service and of the carers who responded to the survey 100% stated they felt they had received a flexible and responsive respite opportunity.

Quote from service user: *"I find it very beneficial and helpful. My Mum gets on so well with the lady and looks forward to the sit which has amazed me and means I can have a break with no worries"*.

Promoting Good Emotional Health and Wellbeing: *Community counselling and wellbeing support*

The RIF funds 8 projects which provide a wide range of counselling and wellbeing support for carers.

991 carers who received wellbeing support said they found this support beneficial to them.

A Carers Wellbeing and Health Liaison Worker project in NPT offers counselling for carers. **100% of the carers** who responded (**22**) stated they found the support beneficial. Quote from carer: *"I am absolutely delighted; the counselling is working well and the calls with you are helping and thank you for everything you have done for me"*.

A regional project, Connecting Carers, has provided support for **85 carers** across the region at the end of the caring role; including workshops and one-to-one mentoring/coaching, including supporting carers to return to employment or education. 98% of Carers reported finding the project beneficial to them and 95% of Carers reported having improved access to support networks, opportunities and peer and professional support, as a result of the project.

Promoting Good Emotional Health and Wellbeing: *Community Support for BAME carers*

A regional project, Carers Journey Project, was launched in October 2002 and provides a wide range of support which includes a carers community transport scheme, one to one counselling and trips for groups of carers. This project has supported 20 BAME carers to date.

The Swansea BAME Carers Pilot Project was set up given BAME carers are reluctant to access services such as welfare benefits, carers allowance, carer support and advice. It is apparent that cultural differences are the key factor in people not wanting to be thought of as a carer. From an early age it is instilled in people that you look after your own family and not rely on external organisations. This pilot project has worked with 143 carers offering IAA, signposting, support sessions, training, specialist support. Support provided to one carer who cared for her husband who was disabled in a road traffic accident: *She was grateful for the help offered. Finally, someone could talk the same language reassure her and help her manage her situation. "May Allah bless you for helping"*.

Promoting Good Emotional Health and Wellbeing: *Community Support for Young Carers*

A project which specifically supports **promoting good emotional health** is the Swansea Young Carers Service which delivered 21 Weekend Wellbeing sessions to **22 young carers**; these sessions were tailored to the needs of the young carers engaging in the sessions. Young carers had an opportunity to engage in sessions such as dancing, meditation, animal therapy, cooking, arts & crafts and more to promote positive emotional and physical wellbeing.

Swansea male carers project supported **59 carers** and they received wellbeing support by a professional. A quote from service user: "the service is very much appreciated as I no longer feel alone".

Prevention and community co-ordination: *Information, Advice and Assistance*

There are 8 projects that deliver IAA and streamlined support. **175 carers** said that they felt they had a better understanding of services available to them from attending awareness raising sessions.

Hospital to Home:

A case study and quote from the Hospital Outreach Service:

A patient was referred through the virtual ward to avoid readmission to hospital. Through the support he received a Macmillan grant, delivery of raisers walking sticks, 1:1 session with Maggie's, review of PIP, links to a volunteer transport driver and registered at a new surgery. *'The intervention gave him confidence and reduced his anxiety. He was very emotional and admitted how frightened he had been. He just kept saying 'thank you'.*

RBA Population Accountability	SECTION GUIDANCE NOTE: This section of the report focusses on the population accountability of the RBA methodology (delivery of system change and wider system performance enabled by the programme/regional Model of Care – demonstrating contribution and learning to inform national models). For Q4 reporting system level indicators have not been agreed, therefore, please reference any data you consider appropriate to aid identification of population indicators/system measures as part of the intended reflection exercise, and for future testing at Q1.
	Transformation: Changes to System
	One of the key priorities of the West Glamorgan Regional Partnership is supporting unpaid carers.

During 2019-2021 the West Glamorgan Carers Strategy was co-produced through the West Glamorgan Carers Partnership. This strategy represents the commitment to a long-term strategic mission for meeting carers' needs. The aim of the strategy is to drive the changes needed to continuously improve services to enhance the well-being of carers consistently across the region.

The vision in the carer's strategy is:

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.

The Area plan and Action Plan priorities have been informed by the following priorities in the co-produced Carers Strategy:

- Balancing priorities - 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.
- Supporting each other - Carers have opportunities to meet each other; Carer led groups are commonplace.
- Information and advice - 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 appropriately.
- Identified and recognised - Carers are recognised even if they do not self-identify; Carers are actively identified by organisations and staff supporting them; There is shared responsibility across and within organisations for identifying carers.
- Dignity and Respect - Carers are recognised as experts by experience; Awareness of Carers is commonplace; Standard approaches across department's e.g., schools, IAA services, hospital discharge; There are consistent approaches across and within organisations.
- Support services - 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 improvements; Carers have responsive and flexible access to mental health and well-being services.

Having carers representatives within all our meetings, including RPB, Transformation Boards, Programme Boards and Workstream meetings has been instrumental in raising the importance and value of carers across the region and has enabled a stronger community voice from carers. Agendas for Board meetings include a digital / case study story at the beginning, to help set the scene of the meeting, ensuring it is people focussed.

Engagement with carers takes place through the Carers Liaison Forum. The Forum has approved its co-produced terms of reference, explored how to support Carers involvement, and discussed the regional Carers strategy themes in more detail. This information contributed to the qualitative evidence for the Population Needs Assessment. Planning is underway to involve carers more in the prioritisation of RIF funding to ensure they have more control on where investment is directed.

Work continues to develop the key priorities informed by our Carers Strategy so we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of carers in our region, through a co-productive

approach. The aim is to ensure there is parity of carers services across both NPT and Swansea and through the new regional integration fund create sustainable services for the future.

5% of the RIF funding is allocated to carers projects, as well as the Welsh Government Carers funding and the Carers Trust funding. This amalgamation of funding allows us to provide more services to more carers across the region. The allocation is split across the following models of integrated care, in relation to the *primary* model of care (though many projects crosscut across more than one model of care):

Promoting good emotional health for carers	– £ 703,498
Prevention and community co-ordination	- £ 314,687
Hospital to Home	- £ 62,853

A significant amount of investment is targeted around promoting good emotional health for carers given it is recognised that supporting carers' wellbeing is vital for them to continue in their caring role and to enable them to have fulfilling lives.

A mapping exercise has taken place to collate all the carers schemes funded across the region, which includes the schemes which are locally funded. This mapping exercise helps us to review the full investment of funding that goes into carers services both locally and regionally and allows us to monitor the overall investment year upon year to ensure that the overall investment is increasing. The mapping exercise also helps to identify any overlap of funding and any gaps in service with an aim to ensure a consistent offer of services across the region, removing any 'post-code' lottery of services.

Further work is needed around the data sets within the mapping to enable richer intelligence to move towards a commissioned approach using a tender process rather than an application process, given this should provide more targeted services which are meeting the needs of carers. Longer term ambition is to develop a pooled fund for community services for carers which will help to support more sustainable and longer-term funding.

GUIDANCE NOTE:

There are two outcome *statements* aligned to the NMOC that have been included in the sections below. Provide an explanation as to how the project/programme activities are meeting the statements – to aid the test for Q4 please identify if any statements are measurable (please delete rows if not appropriate to your project/programme).

Prevention & Community Co-ordination NMOC – outcome statements:

1. People's well-being is improved through accessing co-ordinated community-based solutions
2. Local prevention and early intervention solutions support people to avoid escalation and crisis interventions

See text above.

Emotional Health and Wellbeing

1. People are better supported to take control over their own lives and well-being
2. People have improved skills, knowledge and confidence to be independent in recognising their own well-being needs

See text above.

Home from Hospital

1. People go home from hospital in a more timely manner with the necessary support in place at discharge
2. People have a better understanding of the discharge process and are more involved in pre and post discharge planning

See text above.

RIF Financial Accountability	Financial and Economic Data
	Supporting carers by promoting good emotional health is recognised as crucial in supporting carers to continue in their caring role. Providing a range of wellbeing support and flexible respite options will help support carers to remain resilient. At the same time, it is important that carers feel valued and are recognised for the valuable role they do.
	<i>‘New findings from Carers UK and the University of Sheffield show that unpaid carers in England and Wales contribute a staggering £445 million to the economy in England and Wales every day – that’s £162 billion per year.’</i> <i>Source: Carers UK 3rd May 2023</i>
	There would be significant costs if a carer was unable to carry on their caring role and therefore supporting carers to remain resilient should help to avoid any breakdown in caring. The cost of a breakdown in caring could be measured by the following estimated average statutory costs:
	Older People <ul style="list-style-type: none">• Residential care cost per week: £826
	Learning Disability <ul style="list-style-type: none">• Residential cost per week: £3,100
	Mental Health <ul style="list-style-type: none">• Residential cost per week: £2,164
	Therefore, if one carer decided they were unable to continue their caring role and the person they care for needed alternative accommodation, then the estimated average annual costs would be as follows:
	Older People <ul style="list-style-type: none">• Residential care cost per annum: £42,952
	Learning Disability <ul style="list-style-type: none">• Residential cost per annum: £161,200
Mental Health <ul style="list-style-type: none">• Residential cost per annum: £112,528.	