

STORY OF CHANGE TEMPLATE

Reporting Period	Quarter 4 Financial Year 2023-24
Strategic Partnership	<i>West Glamorgan Regional Partnership</i>
Programme Name	West Glamorgan Carers Partnership

Programme Overview

One of the key priorities of the West Glamorgan Regional Partnership is supporting unpaid carers and one of the six Population Programmes within the West Glamorgan governance is the Carers Partnership Board.

During 2019-2021 the West Glamorgan Carers Strategy was co-produced through the West Glamorgan Carers Partnership. This strategy defines our five-year strategy for carers in West Glamorgan. The co-produced strategy was approved by Regional Partnership Board in February 2021. The strategy establishes a clear, concise vision statement and mission statement which guides our regional plans and actions over the next five to seven years (originally a 5-year strategy but the Covid Pandemic delayed implementation commencing). 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. It also describes the values which upholds throughout our efforts to deliver the strategy and the subsequent Action Plans.

In 2021 a Carers Liaison Forum was established to facilitate more regular engagement and coproduction with carers.

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, Information, Advice and Assistance (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.

We have facilitated engagement with Carers to understand what outcomes of the Strategy are most important to them. What they told us has informed the order in which we are implementing the Carers Strategy.

They told us that the priority areas for the immediate future are: -

- 1) Improving recognition and understanding of carers, in primary care settings, educational establishments and the workplace
- 2) Improving how carers can access services across the region such as Carers Assessments and Direct Payments to ensure carers are able to access the right support, at the right time, in a stress-free manner.
- 3) Improving the provision and flexibility of Short Breaks for carers
- 4) Enhancing the support available to carers.

These priorities have enabled us to coproduce the Implementation Plan. We have established 4 delivery streams to take this delivery forwards, each has its own terms of reference and membership. The delivery streams are:

- 1) Access to Services
- 2) Communication & Engagement
- 3) Information, Advice, and Assistance
- 4) Young Carers

All partner organisations and carers are involved in the delivery streams with a lead elected from within the membership. Carers Liaison Forum and Carers Partnership Board are updated regularly of progress.

Communications and Engagement is recognised as a key priority for carers and there is a wide range of activities undertaken and ongoing to ensure consistent improvement in relation to communication and engagement to address feedback that we had from carers. (Please click here: **Engagement** for further details.)

Strengthening links with Clusters (under the Access to Services workstream) has been a key piece of work. Excellent relationships have been built with the Carers Partnership and cluster leads and there is a real commitment to improve how they identify and support carers. Carers are identified as a priority for all clusters, and this is included in their Accelerated Cluster Plans and Health Board's integrated medium-term plan. (Please click here: **Links with Clusters:** for further details.)

Priority Population Group

The Programme supports all unpaid carers across the region. This includes older people, adults, young carers, parent carers and carers who themselves have learning or physical disabilities, mental health issues or fall under another population group. Any person living in the region who provides unpaid care is considered as a priority.

This Programme works closely with the other Programmes in flight across the West Glamorgan Regional Programme.

Delivery Partners

The programme brings together a range of partners including representation from Swansea Bay University Health Board, Swansea Council and Neath Port Talbot Council, Neath Port Talbot Council for Voluntary Services, Swansea Council for Voluntary Services, Third Sector providers and carers across the region. The Chair of the Carers Partnership Board is Gaynor Richards, Director of Neath Port Talbot Council for Voluntary Services.

We ensure we include carers in all levels of our governance as we believe their voices are integral to the work we deliver. The Carers Partnership board recently appointed a Parent Carer as vice-chair for the Carers Partnership Board.

We have established a Regional Carers Liaison Forum to capture the voices of carers and coproduce work.

The programme has 11 project partners who deliver an overall 22 projects which support our regions carers including Young Carers, against the West Glamorgan Regional Carers Strategy. The projects range from support and counselling, short breaks and emergency respite as well as supporting and educating professionals around how best to support our young carers. Out of the 11 project partners, 10 are third sector organisations who rely on the RIF (Regional Integrated Funding) to support the carers within our region. Many of these organisations have worked extensively in the West Glamorgan region and have the expertise and relationships to best support carers. All have been pivotal in the development of support services for carers and some providers are involved in board meetings.

A series of performance workshops have taken place with the providers and the West Glamorgan Team in order to produce a consistent set of performance measures. These workshops are also an opportunity for the providers to network and share best practise.

The 2 carers projects are split under the following Strategy Themes; however, it should be noted that some projects crosscut over multiple themes / models of care (MOC), however they have allocated to the main theme / MOC:

Break for Caring: Model of Care: **Promoting Emotional Health and Wellbeing** x 4 Projects, with 5 x partners who are running these projects. Action for Children, Care & Repair, NPT (Neath Port Talbot) Carers and Swansea Carers Centres.

- **03CR:** Care & Repair - Giving You Time Back: *The regional project provides home-based support services for Carers, including handy person assistance, decluttering, gardening, and cleaning.*
- **39DE:** Swansea Carers Centre: Emergency Respite (Dementia): *This local project aims to reduce stress for carers of people living with dementia by providing emergency respite services in Swansea.*
- **08CR:** Action for Children: Wellbeing breaks for parent carers: *This regional project provides residential short breaks offer to parent/carers a two-night stay in a high-quality, fully equipped static caravan located in the coastal countryside of North Gower, West Wales*
- **1WG:** NPT Carers: Young at Heart – A Life Alongside Caring: *This local project involves creating a young person’s volunteer recruitment officer to attract younger volunteers and support the “Young at Heart” intergenerational project. The goals are to generate more volunteers for the sitting service, thereby increasing capacity to assist carers with breaks, and to facilitate intergenerational digital learning opportunities and skill-sharing.*

In addition to the RIF Funding, a 3-year funding programme for Short Breaks was allocated by Welsh Government. This funding, following feedback from carers in our region, was allocated to adult and young carers grant scheme. A separate story of change document is attached which provides further information on this.

Identifying Carers: Model of Care: **Home from Hospital** x 2 projects, with 2 x partners running these projects. NPT Carers and Swansea Carers Centres.

- **1CA:** Swansea Carers Centre: Swansea Carers Hospital Outreach Service: *Swansea Carers Hospital Outreach Service aims to reduce stress for carers by collaborating with primary and secondary care staff across Swansea.*

- **7CA:** NPT Carers Service: Carers Wellbeing and Health Liaison Worker: *The local project aims to continue valuable services, including Mental Health First Aid training for the Health Liaison worker, identifying carers in various settings, and promoting partnership arrangements with GP Practices for accreditation within Neath Port Talbot.*

Information and Advice: Model of Care: **Prevention and Community Coordination** x 3 projects, with 2 x partners running these projects. NPT Carers and Swansea Carers Centres.

- **20D:** NPT Carers Service: NPT Carers Integrated Dementia Carer Support: *This local project aims to support carers of individuals with dementia through an integrated approach and create a seamless first point of contact for carers in Neath Port Talbot. Ensuring they received the right support at the right time.*
- **38DE:** Swansea Carers Centre: Swansea Carers Centre - Carers Project (Dementia): *This local project aims to reduce stress among carers of people living with dementia and enhance their quality of life, health, and wellbeing through collaborative efforts with primary and secondary care staff in local health settings.*
- **5CA:** NPT Carers Service: Transition Parent Carer Support Worker: *This local Project aims to provide a seamless service for parents whose child is experiencing transition from children services to adult services in Neath Port Talbot. Providing holistic support for the family by ensuring they are aware of their rights and entitlements.*

Support Services: Model of Care: **Prevention and Community Coordination** x 1 project, with 1 x partner running this project, NPT Carers

- **4CAb:** NPT Carers Service: Single Point of Contact - Gateway for Carers: *This project aims to create a seamless first point of contact for carers, enhance integrated collaboration between the NPT Carers Service and Health and Social Services, and ensure timely information provision.*

Supporting Each Other: Model of Care: **Promoting Good Emotional Health & Wellbeing** x 6 projects with 5 x partners running these projects. African Community Centre, Chinese in Wales Association, My Myself and I, Swansea Carers Centre, and Swansea Musica Art Digital.

- **09PC:** Chinese in Wales Association: Care Me: *The Chinese in Wales association, provides support and emotional well-being services to ethnic Chinese parent carers of autistic children across the region.*
- **9G:** Me Myself and I: Care Partners Support: *The dementia care project aims to support care partners by providing reassurance, information, advice, and a friendly presence during challenging times.*
- **07CR:** African Community Centre: Carers Journeys Project: *The African Community Centre, offers a transport scheme for carers, one-on-one counselling (both face-to-face and remote via phone), and group outings for carers and potentially the individuals they care for.*
- **01CR:** Swansea Music Art Digital: Connecting Carers (Carers and Young Carers): *Support for carers transitioning out of their caring role includes workshops, one-on-one mentoring, and assistance in returning to employment or education.*
- **3CA:** Swansea Carers Centre: Swansea BAME Carers Pilot Project: *This local project employs a BAME Carers Worker for 21 hours a week, collaborating with local community organisations to identify carers, assess their needs, and provide support.*
- **05CR:** Swansea Carers Centre: Swansea Male Carers Project: *In this local project male carers can receive a range of personalised 1-1 support related to financial benefits, carers' rights and working rights, hospital discharge and complex cases, mental health, and assistance with taking breaks from caregiving through activities, workshops, and peer group support.*

Wellbeing: Model of Care: **Promoting Good Emotional Health & Wellbeing** x 3 projects, with 2 x partners running these projects. NPT Carers and Swansea Carers Centres.

- **8CA:** NPT Carers Service: NPT Carers Wellbeing Project: *This local project provides support services include bereavement support, counselling sessions, training, a sitting service, and assistance for parent carers.*
- **9CA:** Swansea Carers Centre: Swansea Carers Extended Hours - Helpline & Counsel: *This local project provides extended “out of hours” helpline in Swansea provides carers with telephone and online support from 4pm to 8pm on weekdays.*
- **11CR:** NPT Carers: Wellbeing for Carers: *Carer services offer counselling to support carers in coping with the emotional impact of their caring role, including providing domiciliary care Sitting Services, allowing carers to take a break while a trained person stays with the person they care for.*

Young Carers: Model of Care: Prevention and Community Coordination x 3 projects, with 2 x partners running these projects. NPT Council and YMCA Swansea.

- **3WG:** NPT Council: Neath Port Talbot Young Carers Service: *This project has three main components: delivering awareness-raising sessions in educational institutions and community groups, implementing a comprehensive promotion program to inform the public and professionals about the Service’s offerings for Young Carers, and providing an information, advice, and assistance service that includes transportation support for Young Carers to attend their youth group.*
- **6CA:** YMCA Swansea: We Care Young Carers Project: *This project is aimed at young carers and will provide services through initiatives such as the “We Care” Young Carers Project, awareness-raising sessions, training for key adults, and digital resources. The goal is to assist identified young carers and connect them with appropriate support.*
- **09CR:** YMCA Swansea: YMCA Young Carers: *This project provides young carers with weekend provisions.*

Successes and Progress:

- **Please list the successes of and progress that’s been made within the project.**
- **Please provide a brief explanation around each point included in your list here.**

1) **Coproduction:** Within the Carers Strategy, co-production is one of the key cross-cutting themes. In West Glamorgan, there is a strong commitment to ensuring carers actively participate in co-production efforts. The Vice Chair is a carer, and carer representatives are on all Boards and Workstreams. Carers played a significant role in co-producing the annual carers event in July 2023. From start to finish, they contributed to selecting agenda themes, organising workshops questions, and even had a carer comparing on the day. Additionally, carers participated in co-producing the implementation plan and identifying priorities during one of the workshops.

Carers were also involved in the short break grant scheme, co-producing both the application process and the feedback form.

Currently, carers and partners are co-producing a radio campaign aimed at raising awareness for carers and identifying more individuals who require support.

Young carers helped co-produce an event on Young Carers Action Day to raise awareness of the experiences of young carers and advise professionals in education settings what they can do to better support young carers. They were actively involved in planning the event, developing the content, and speaking on the day. The young carers also produced a podcast reflecting on the success of the day and their hopes for what professionals will do following the event.

Link to Young Carers Podcast: <https://www.youtube.com/watch?v=Qu27RtZigkc>

2) **Engagement:** The strategy recognised a need for continuous engagement and better channels for engagement, which resulted in the establishment of the carers liaison forum. The forum brings together carers and carer supporting organisations across the region with a

current membership of 170. The annual carers event provides further opportunity for engagement, and it was through the feedback that we had from carers which informed the approach for allocating the short break funding. Carers told us that they wanted to choose what type of short break they could access, instead of having a limited option of short break schemes and therefore we agreed to administer a grant scheme which meant that carers could apply directly for funding for whatever short break they wanted. Additional engagement opportunities are facilitated through the carer's liaison forum, when other organisations want to engage with carers, for example, more recently, Llais.

- 3) **Links with Clusters:** Following exploration of a pilot model in Penderi that involved building and developing relationships with carers and Primary Care professionals – this approach has now been scaled up across other clusters across the region. Excellent relationships have been built with the cluster leads and there is a real commitment to improve how they support carers. This has cumulated in carers being identified as a priority for all clusters and this is included in their Accelerated Cluster Plans and IMTPs (Integrated medium-term plans). The Chair of the Board, Director of NPTCVS and the Vice Chair, a parent carer, have attended several cluster meetings to talk about the importance of identifying and supporting carers. There are plans for further engagement to take place in the annual event where professionals from primary care will come and talk to carers.
- 4) **Development of Carers Hubs:** Both Swansea Carers Centre and Neath Port Talbot Carers Service are currently planning to develop local hubs for carers utilising the regional capital funding. Discussions have taken place with statutory partners and other third sector organisations to ensure an integrated approach to the hub. Carers have fed into this development through information gathered from a survey circulated.

Lessons Learned:

- 1) **Aligning local and regional priorities:** Partners have recognised the importance of ensuring that the local and regional priorities align to avoid any duplication or conflict and for the local work to add value to the regional work and vice versa. A standing agenda item has been agreed in the Board which allows time for partners to provide local updates to ensure full visibility of local priorities.
- 2) **Performance:** Significant work has been undertaken to develop national and local performance measures which are consistent and follow the RBA (Results Based Accountability) methodology. There have been a series of workshops with the providers which has allowed us to continuously learn and co-produce the measures. There are some challenges given providers report difficulties in collating feedback on difference made measures and note sometimes responses to surveys can be very low. We have had feedback from carers that they don't have time to complete multiple surveys after every time they receive a service. Discussions are underway with providers to consider alternative approaches to collation of this information and there are plans to discuss this with carers, given this is their data that we want them to provide.
- 3) **Recognising Carers:** Partners are aware that some carers are still not being recognised or do not realise they are a carer, and more work is needed to raise awareness and recognition of carers. Feedback from Carers Centres has noted they have had feedback which seems to suggest that groups of carers such as older carers and young carers are less likely to realise that they are a carer. The development of a radio campaign will help work towards addressing this issue. In addition, the work we are doing with primary care will also support this.
- 4) **Cross Cutting Issues:** It is recognised that there are priorities and issues which crosscut across the different population programmes. The West Glamorgan Team help to support the links across the programme. In addition, we have recruited carers reps on all Programme Boards and workstreams to ensure a focus on carers. The RIF (Regional Integrated Funding) reporting now includes the secondary programmes / population cohort which they support, for example if we have a Learning Disability funded scheme which supports people with a Learning Disability but also supports carers – this scheme is reported through to Carers Board, so they have sight of the project too.

Short Breaks Funding:

The short break funding was allocated to an adult carers and young carers grant scheme and there were a number of lessons learned through this approach. It was agreed that the grant scheme for 24-25 needs to include a phased approach in order to target a wider reach of carers. For example, the 1st phase could be communicating the grant scheme through social workers so they can link with the carers that they support. There was a very low take up of grants from BAME (Black, Asian and minority ethnic) carers and again this could be another cohort of carers we target, whilst considering the potential language barriers. Partners have agreed that once the grant is allocated to the providers, the targeted approach will be co-produced with partners and carers.

It was also noted that young carers can often only take breaks in school holidays, so this needs to be built into the planning and timescales. It also may be prudent to allocate more in Summer and Winter period.

Please refer to separate story of change for the short break funding.

Update on Programme Delivery

Theme	Overall Summary of Carers Projects	
Overall Summary	<p>There are 22 projects within the Carers Programme and they contribute to the following models of care:</p> <p>Promoting Good Emotional Health & Wellbeing Hospital from Home Prevention & Community Coordination</p> <p>A summary of the carers the projects they have supported is as follows:</p> <ul style="list-style-type: none"> • Carers Accessing Service: 12,173 • New carers accessing service: 3,544 <p>Please see the infographics below which includes a summary of some of the key performance measures. There are plans to develop further local measures in 2024-2025.</p>	
Theme	Quantitative Measures	Qualitative Indicators
Theme 1: Break from Caring (Promoting Good Emotional Health & Wellbeing)	<p>The Carers programme has 6 projects which come under the theme 1: Break from Caring / Promoting Good Emotional Health & Wellbeing (Please click here for more details on the project: Identifying Carers:</p> <ul style="list-style-type: none"> • 2,373 carers accessing the project / service. • 354 new carers accessing service. • 1,201 carers who had contact with the project. <p>Of those carers who responded, they reported the following:</p> <ul style="list-style-type: none"> • 421 carers reported that they feel less isolated. • 489 carers reported maintained or improved emotional wellbeing. • 384 carers reported their independence has improved or remained the same. • 60 carers reported their interventions have prevented their needs from escalating. • 60 carers reported they are achieving their personal outcomes. • 244 carers reported they feel the benefits of the respite 	<p>Break from Caring was reported by the Carers in our region has their top priority. Many carers feel that burn out experience throughout their caring roles was increased due to the additional pressure's experiences throughout the COVID19 pandemic.</p> <p>Through our engagement work on our strategy and the subsequent engagement work around short break provision, carers told us they want flexible and person-centred short break opportunities.</p> <p>In the RIF funded projects there are number of different short break provisions available including an emergency respite provision for carers for people with dementia, a caravan holiday provision for parent carers and their children with complex needs, a sitting service provided by a domiciliary service for carers for older people and a handyman type service to undertake household tasks. It is recognised that by providing a short break from caring enables carers to remain resilient and is essential for supporting their wellbeing. Having a break from caring allows carers to recharge physically and</p>

	<p>services that have been provided.</p> <p>Under the Short Break Funding, the 2 local carers centres administrated a grant scheme, and the YMCA administered a grant scheme for young carers for Swansea and Neath Port Talbot. Refer to separate story of change for short break provision.</p>	<p>emotionally and can provide a time to catch up with friends, family, or simply rest. These moments of respite can significantly impact how a carer feels and their overall quality of life - this can enable them to continue caring for their loved one.</p> <p>Here are some quotes from people receiving the different types of short breaks:</p> <p><i>“It was wonderful. I didn’t realise how much I needed a short break away. I feel stronger and less anxious”.</i> (Project 39DE - Swansea Carers Centre - Emergency Respite (Dementia))</p> <p><i>“They have helped me massively I’m so appreciative for the help they are giving me thank you. I’m humbled the support and help received. Fabulous support.”</i> (Swansea Carers Centre - Emergency Respite (Dementia))</p> <p>In addition to the RIF funding, we received Short Break Grant funding which provided a grant scheme for adult carers and young carers so they could apply for funding for any type of short break provision they wanted.</p> <p>The Respite projects and Short Breaks funding has supported this theme and carers have reported their gratitude to these projects:</p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p> <p>Our carers across the region have reported that these opportunities are supporting their wellbeing.</p> <p>The variety of short break provision is key, given different carers want different types of short breaks. We have 6 projects delivered by 5 organisations offering different short break provision. Utilising the short break funding providers administered a grant scheme for adult and young carers so they could choose the type of short break provision. As well as the regionally funded projects, there is the AMSER funded</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p> <p>Successes:</p> <ul style="list-style-type: none"> • Collaboration with Third Sector Organisations: The partnership with Swansea Carers Centre and NPT Carers Service demonstrates successful collaboration, this has led to improved knowledge about alternative options and projects to support carers. • Increased Referrals and Signposting: The cross-organisation referrals have increased, and signposting to alternative providers has been successful. This ensures that carers receive the necessary support.

projects and other locally funded projects which also provide respite and there are plans to develop a mapping tool which will capture all of this provision in order to provide a holistic view of the short break provision. A key task will be to identify any disparities of support and services between the 2 localities. Partners are keen to identify any areas of best practise locally to ensure it is adopted across the region. An example of this is the male carers project in Swansea. Neath Port Talbot are currently exploring options for this project.

A recent survey from Swansea Carers Centre (who administering a grant for Short Breaks funding) noted that 84.5% carers reported improved wellbeing due to respite.

More and more carers are reporting additional challenges and duties are being expected from them within their caring roles due to funding cuts and lack of opportunities for supporting their cared for person. These respite opportunities are supporting the health and social care sector to reduce the possibility of families ending up in crisis points.

Further engagement with carers will be key to continue to develop the short break provision in West Glamorgan.

- **Skilled Staff Retention:** Retaining skilled and experienced staff is a significant achievement. Extension funding confirmation before employment contract periods end (i.e. RIF notification was before Christmas 2023) has supported the projects and reduced any dip in performance.
- **Positive Client Satisfaction:** 99% of clients reported receiving the right information, support, or advice when needed. The service's high demand and positive feedback contribute to its success.
- **Impact on Families:** Families experiencing their first holiday and reporting positively on their well-being and confidence demonstrate a successful outcome. Rebooking for future stays adds to this achievement.
- **Health Referrals:** The scheme's success is evident through good referrals from health services.
- **Prioritising Well-Being:** A carer reported when dealing with her husband's early onset dementia, they accessed the respite care fund. By paying a family member to stay with her husband, she was able to prioritise her own well-being.

Challenges:

- **Waiting List and Overdemand:** Several projects noted they face significant challenges due to high demand, resulting in an average waiting time of 8 weeks from referral to completion of works. Managing this waiting list effectively is crucial.
- **Capacity and Funding Constraints:** The project (Care & Repair Giving You Time Back) had to close to new referrals in Q4 due to insufficient capacity and funding. Balancing demand with available resources remains a challenge.
- **Booking Challenges:** Many people want to book the same weekends and school holidays, creating scheduling difficulties. Coordinating availability can be complex.
- **Geographical Constraints:** Some geographical locations, particularly in the Gower area, pose difficulties due to

		<p>travel costs. Providing services in remote areas can be challenging.</p> <ul style="list-style-type: none"> • Reliance on Carer Agencies: Depending on carer agencies can be problematic if they lack capacity, staff, or interest in short-term care packages. • Delays in Respite Packages: Delays in respite packages from the local authority (LA) disrupt the seamless process. Bridging the gap between interim emergency care and assessed packages remains a challenge.
Theme	Quantitative Measures	Qualitative Indicators
Theme 2 – Identifying Carers (Home from Hospital)	<p>The Carers programme has 2 projects which come under the theme 2: Identifying Carers - Hospital from Home. Click here for more details on the projects: Identifying Carers</p> <ul style="list-style-type: none"> • 374 carers accessing service • 148 new carers accessing services <p>Of those carers who responded:</p> <ul style="list-style-type: none"> • 39 carers reported that they feel less isolated. • 40 carers reported maintained or improved emotional wellbeing. 	<p>These 2 projects are focussed around supporting and identifying carers in primary and secondary care setting.</p> <p>The NPT Carers Service: Carers Wellbeing and Health Liaison Worker focusses on identifying carers and promoting partnership arrangements, working with GP Practices to gain a carers accreditation. One of the key aims of the project is for GP surgeries and other health professionals to identify an unpaid carer at the surgery when they have an appointment with a doctor, nurse, or health visitor. Carers often don't identify themselves as carers: they think they are just looking after a loved one. If a carer is identified at this point the Doctor or health professional can make a referral to NPT Carers service immediately. When someone becomes ill or has a disability, they have many hospital appointments and see a range of different health professionals and consultants. The focus is always on the "cared for" not the carer. However, identifying the carer at this early stage could be invaluable for the carer. They can be guided through what information and support is available to them and have someone to talk to. Our support worker will be a presence in hospitals across NPT and Swansea where many unpaid carers visit on a weekly basis. They also provide training to GP surgeries in how to identify an unpaid carer, the challenges they face and our package of support.</p> <p>Here are some quotes from the service users:</p>

“The project met the needs of the carer she was satisfied with the outcome. The initial assessment she received gave her knowledge of the full package of support available from NPT Carers Service and enables her to access our services”

“I have really benefited from talking to someone impartial about my worries and situation. It is difficult to talk to family members about your caring role”.

The **Swansea Carers Hospital Outreach Service** Project covers Morriston, Singleton, Garngoch, Gorseinon, and Cefn Coed hospitals. Being able to access support services through local hospitals and primary care facilities is crucial for addressing the needs of carers and improving their overall well-being. The project enables an easy access point of contact at the hospitals to access advice and support, tailored to fit their needs without encountering barriers such as transport and financial constraints. The project worker can liaise with the hospital wards via the PALS team, if there is cause for concern with a patient particularly around discharge. Social workers are also available to liaise with. The project worker offers comprehensive support through collaboration between health care providers, social services, and other community organisations, for example, SCC services, Age Cymru West Glamorgan, Care & Repair.

Quote from a service user: *“I don’t know what we would have done as a family without her support.”*

“The project worker visited the home to find that, due to not having a care package in place, the carer was struggling: no aides in place; no continence assessment; no speech therapy in place, physio, or OT visit. During the visit the project worker contacted the District Nursing Team, CAP (Common Access Point) for a needs assessment, the continence advisory service and community OT service. Outcome - all services have now contacted the carer and visits arranged via client.”

		(Swansea Carers Hospital Outreach Service)
	Programme Contribution to Model of Care and exploration of what is different	What have we learned about things that went well? What have we learned from any challenges that occurred?
	<p>Carers Wellbeing and Health Liaison Worker is broken into 3 strands: Wellbeing Calls for Carers, Identifying Carers, GP Carers Accreditation Scheme.</p> <p>Swansea Carers Hospital Outreach Service which aims to reduce carers stress and improve their quality of life, health, and wellbeing by joint working with primary and secondary care staff, across Swansea. This includes the following elements:</p> <p>Information, advice and assistance in hospitals (weekly stands), awareness for staff in hospitals, understanding referral routes, benefits of identifying and referring carers at the earliest opportunity, promote the awareness of carers rights, Low level advocacy support for Carers supporting the cared for in hospital, direct route to Swansea Carers Centre support e.g. welfare benefits, dementia support, fuel poverty, counselling.</p> <p>There are other locally funded roles which provide similar roles to the regionally funded projects.</p>	<p>Successes:</p> <p>Discussion has taken place with the providers and Primary Care Lead within the carers partnership to discuss how we can ensure a consistent more streamlined approach across the region and consideration to whether there are any gaps in the current provision.</p> <p>Projects have reported the following successes:</p> <ul style="list-style-type: none"> • Increased customer satisfaction due to streamlined processes. • Positive feedback from stakeholders during the recent presentation. • Effective collaboration among cross-functional teams. <p>Challenges:</p> <ul style="list-style-type: none"> • Staff shortages in critical departments. • Budget constraints affecting project scope. • Communication gaps between teams. • Balancing workloads during peak seasons. <p>There were challenges around these particular types of projects through the pandemic given the workers were unable to go into hospitals and GP surgeries.</p>
Theme	Quantitative Measures	Qualitative Indicators
Theme 3 – Information and Advice (Place Based Care – Prevention & Community Coordination)	<p>The Carers programme has 3 projects which come under the theme 3 – Information and Advice (Prevention & Community Coordination). Click here Information and Advice for more details)</p> <ul style="list-style-type: none"> • 1,207 carers accessing service • 310 new carers accessing service <p>Of those carers who responded:</p> <ul style="list-style-type: none"> • 58 carers reported that they feel less isolated. • 61 carers reported maintained or improved emotional wellbeing. 	<p>These 3 projects provide a single point of contact for information, advice and assistance to support carers for people with dementia and parent carers who are involved in transition for their loved one. As a carer trying to navigate all the services available and get through to the right support and help is complex, so having these organisations in communities to support carers to do this is vital.</p> <p>The NPT Carers Integrated Dementia Carer Support Project develops and improves the working relationship between Neath Port Talbot Carers Service, Health and Social Care</p>

- 75 carers reported they are achieving their personal outcomes.

Services and the local Dementia support organisations. This ensures a seamless and joined up approach when supporting Dementia Carers. The dedicated support worker liaises with other departments on behalf of the carer to solve issues they may have. They receive referrals from the Memory Support team, Alzheimer's society, social services' SPOC (Single Point of Contact) and Dementia Connect team. This integrated working benefits the carer as they only contact one organisation but will then be contacted by other organisations who can also support them. They provide a seamless first point of contact for carers looking after someone with Dementia.

A quote from a service user: *“The project met the carers needs, and he was extremely satisfied with the outcome. The assessment has given the carer the knowledge of what support is available outside the Carers Service and that he can access our services at any time.*

In a similar project, **Swansea Carers Centre Dementia Carers** Project, they offer a personalised, single point of access for support, focusing on engaging carers of newly diagnosed family and friends. Their staff work with carers to allay fears/concerns, inform & educate, and reduce isolation. They provide advice and information, assistance with personal finance forms, liaising with Social Services and medical staff on carers behalf, home visits to formulate an 'action plan' of support, dementia carer training, introduction to social groups for carers, weekly drop ins. Local GP's and local area co-ordinators are aware of this service and signpost.

A quote from a service user: *“Of all the people I have been in contact with, you have offered very practical and pragmatic advice. I found you very supportive and kind and I want to thank you for that.”*

Another challenging area for carers is transition for children and young people into the adult services. One of the projects.

		<p>Transition Parent Carer Support Worker is able to support children and young people (14 years +) across the region and their carers to understand how these changes can be managed and the best way of supporting the families and the cared for person to access the right services to suit their needs best.</p> <p>Quotes from the support workers: <i>“Providing tailored support and ensuring carers have access to services that allow them to care for their own health and wellbeing is vital. It not only helps them in their caregiving responsibilities but also ensures they maintain their own quality of life.”</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p> <p>The model of care that theme 3 contributes to is the Place Based Care – Prevention & Community Coordination model of care: NPT Carers Integrated Dementia Carer Support, Transition Parent Carer Support Worker, and Swansea Carers Centre – Carers Project (Dementia).</p> <p>It should be noted that many of the other regionally funded projects include an element of information, advice, and assistance too.</p> <p>The key elements of these projects support the model of care as early interventions and providing support and advocacy services from a dedicated support worker reduces the possibility of existing issues escalating and reaching crisis point.</p> <p>These services support the carer and their families (included the cared for person) be able to self-manage and this will lessen the reliance on social services and health care settings as well as identifying new ways of carers being able to provide peer support to one another by having a source of information and advice. We find many carers will support their fellow carers via recommendations of services. Sometimes this may be the only real support a carer has.</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p> <p>Successes:</p> <p>There are currently 2 capital developments in progress, one for Neath Port Talbot and one for Swansea to develop new hubs for carers. Expressions of interest for the regional capital funding has been approved and applications are being developed – these hubs will be crucial in further development of the community co-ordination around all the available support, services, and resources for carers.</p> <p>Projects reported the following successes:</p> <ul style="list-style-type: none"> • One to one support and advocacy from a dedicated support worker. • Support to complete lengthy benefit forms. • Support from other carers in the same situation when they attend events and activities. • Recent links made with the Dementia hubs (Swansea Quadrant and Aberavon shopping Centre and mobile hubs). • More outreach in rural areas of NPT (Glyneath and Seven Sisters). • Increase in referrals to the project. • Increase in outreach work. The project workers are out in the community more, using community groups and local amenities.

		<ul style="list-style-type: none"> • Thursday Drop-In for carers and cared for at the Carers Cwtsh continues to be an overwhelming success. It provides mutual support for carers; friendships have formed. <p>Challenges:</p> <ul style="list-style-type: none"> • There has been an increase in the amount of Dementia referrals being received from social services' Single Point of Contact (SPOC). This has dramatically increased the support worker's workload. Due to the funding, they are unable to employ a support worker for more than 3 days a week. • The Drop In is far exceeding the capacity of the Cwtsh. • The increase in people diagnosed with dementia is increasing which may challenge the resources of the project.
Theme	Quantitative Measures	Qualitative Indicators
<p>Theme 4 – Support Services (Placed Base Care – Prevention & Community Coordination)</p>	<p>The Carers programme has 1 project which come under the theme 4 – Support Services (Prevention & Community Coordination)</p> <ul style="list-style-type: none"> • 726 carers accessing service • 183 new carers accessing service • 100% carers reported they are achieving their personal outcomes. 	<p>NPT Carers Service: Single Point of Contact - Gateway for Carers project aims to provide a seamless first point of contact for Carers and further develop and improve integrated working between NPT Carers Service and Health and Social Service to provide the access to support for carers to help manage their caring role.</p> <p>The carer can either self-refer, be referred by a family member or by a referral from a health or social care professional. The support worker gathers all the information from the referral or by contacting the referrer for more information. This prevents the carer having to repeat themselves during the initial contact with the support worker. The support worker can then establish what support the carer needs currently, explain their package of support to the carer and signpost to other services.</p> <p>Quotes from support worker: <i>“Once carers have received what they are entitled to they contact me to thank me for my support and also say that they were unaware of what was available to them.”</i></p>

		<p><i>“He was satisfied with the outcome. The assessment provided valuable knowledge about support services beyond the carers service, empowering the carer to access the necessary resources.</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p> <p>This single point of access is a key element of the prevention and community co-ordination model, given carers often tell us they don't know what support services are available.</p> <p>It is also recognised that earlier interventions of support have a positive impact on the carer and their families which can result in less changes of crisis points being reached.</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p> <p>Successes:</p> <ul style="list-style-type: none"> • The service has been seamless due to carers having a dedicated support worker who will work with them to achieve their goals and outcomes from when they first contact or are referred to the service. • There has been an increase in carers requesting support for completing benefit forms such as DLA (Disability Living Allowance), PIP (Personal Independent Payment), and Attendance Allowance. • The feedback from carers is positive as the forms are quite in-depth and overwhelming. Carers have expressed gratitude for the support which could potentially improve their financial situation. The completion of benefit forms has increased to around 1-2 a week, whereas previously it was once a month. <p>Challenges:</p> <ul style="list-style-type: none"> • There has been an increase in referrals into the service. • There has been an increase in requests for benefit support, which reflects the cost-of-living crisis
Theme	Quantitative Measures	Qualitative Indicators
<p>Theme 5 – Supporting Each Other (Promoting Good Emotional Health &</p>	<p>The Carers programme has 6 projects which come under the theme 5 –Supporting Each Other (Promoting Good Emotional Health & Wellbeing). Click here Supporting Each Other for more details.</p> <ul style="list-style-type: none"> • 1,084 carers accessing service • 292 carers accessing service: 292 	<p>All 6 projects come under the theme of supporting each other aligned with Promoting Good Emotional Health & Wellbeing MOC. The projects support: carers in the Chinese community, Dementia carers, carers in the African community, BAME carers and male carers. There is a wide range of activities such as workshops, group outings, mentoring, counselling, short breaks, financial advice, peer support, community</p>

<p>Wellbeing)</p>	<ul style="list-style-type: none"> • 405 number of contacts <p>Of those who responded:</p> <ul style="list-style-type: none"> • 173 carers reported that they feel less isolated. • 366 carers reported maintained or improved emotional wellbeing. • 111 carers reported they feel the benefits of the respite services that have been provided. 	<p>transport, information, advice, and assistance, however the key theme running through these projects is bringing groups of carers together in order that they can support each. By building these communities of people, carers don't feel like they are on their own and can support each other which in turn supports their wellbeing and builds their resilience.</p> <p>The African Community Centre, the Chinese in Wales project, and Swansea Carers BAME project all offer support to carers in the BAME community. These carers are not only are they dealing with the person they are caring for, but there are some cultural barriers and stigmas that prevent them from accessing support and the language barriers.</p> <p>Quotes for support worker in African Community Centre: <i>they are socializing with more caregivers through the activities, and they see that they are not the only ones who are going through these circumstances, they are becoming more integrated into the community. They have expressed that they finally feel part of something and feel that someone is looking out for them.</i></p> <p>Quotes from service users for African Community Centre: <i>"I did not want to talk at first because I was so embarrassed, but you helped me so much to feel comfortable and now, I have tools to help me, and I feel so much better' Thank you."</i></p> <p><i>"I used to feel very stressed and cry a lot. I now understand my feelings and feel so much better."</i></p> <p>The BAME Swansea project ran by Swansea Carers Centre is a pilot project and they provide links to the other BAME organisations in Swansea to ensure they are receiving the information they should. The project worker who is from an ethnic minority community herself is better equipped to provide culturally sensitive services that respect traditions, beliefs, and values, leading to increased trust and engagement. Quote from service user: <i>"Thank you for your hard work I have</i></p>
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		<p><i>really benefited from your advice and support”.</i></p> <p>Quotes from Chinese in Wales, Care Me Project: <i>“From this project, the carer learned the importance of self-care and the value of accepting help when needed. The realisation that seeking support does not diminish strength but enhances caregiving capabilities was particularly important.</i></p> <p>The Male Carer project in Swansea is also a pilot project. It is recognised that male carers benefit most from connecting with others who share similar experiences. The peer support activities which the project offers provide a platform for them to share their challenges, seek advice, and offer mutual support in a non-judgmental environment.</p> <p>Quote from service user: <i>“The information that is extremely useful actually comes from other carers. The ability to bring everybody together is invaluable. They can meet each other and mingle and find out they are not alone. This is an extremely powerful message to a carer.... you are not alone.”</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p>
	<p>All these projects come together to support different carers to build up networks of support, in effect building communities of people so that carers don't feel isolated and turn to each other for support which will support their wellbeing and help towards building their resilience.</p> <p>Some of the activities and services are held for minority groups to help support them in a more specialised manner. One project specifically supports male carers, whilst another holds their activities and support in the native language of the carer and is able to cater for the carer's culture specifications. Some of the minority groups have reported that these types of interventions are helping to break the barrier of being a carer or being perceived as selfish when taking time out from your caring roles.</p>	<p>Successes:</p> <ul style="list-style-type: none"> • Supported Carers to find out more information and apply for respite support/funds. • Increased reach across the region and distributed information to support Carers through walk and talks, One stop shops and community events. • Increase in volunteers at Swansea Carers Centre from BAME communities who have more awareness of our organisation. Better engagement with carers from these communities enables Swansea Carers Centre to further develop and improve its services to these communities. • Added value of having the male carers group to refer to from the dementia project. It provides an escape; an opportunity to participate in activities- a brief respite from caring. • Wider reach to support lonely, isolated, disadvantaged,

		<p>and vulnerable carers.</p> <ul style="list-style-type: none"> • Strong levels of engagement from participants. • Identification of any unmet need as a result of the project. • Advice and information provided has changed the way people navigate their home life, overcoming the changes. • Being able to provide continued care for the person living with dementia as a result of the support provided to the carer/family. • Supporting families to make best interest decisions for the person living with dementia, in conjunction with health and social care services. <p>Challenges:</p> <ul style="list-style-type: none"> • Covering the costs of activities for carer is a challenge. • The challenge of one worker being able to respond to the needs of so many different ethnic communities in Swansea. • Limited time and resources to fully support the number of male carers registered with Swansea Carers Centre. • Carers are asking for training; they have expressed that they would like the project to pay for training that will help them acquire more knowledge and improve their role as carers. • Transportation: as more caregivers join, the demand for transportation increases. • Inability to sign post to other organisations given gap in services due to language barriers and lack in cultural competency in other service providers. • Referrals which include more complex individuals and longer interventions required due to more complex needs
Theme	Quantitative Measures	Qualitative Indicators
Theme 6 – Wellbeing (Promoting Good Emotional Health &	<p>The Carers programme has 3 projects which come under the theme 6 - Wellbeing (Promoting Good Emotional Health & Wellbeing). Click here Wellbeing for further details.</p> <ul style="list-style-type: none"> • 1,954 carers accessing service • 477 new carers accessing service 	<p>The 3 projects provide services aimed specially at increasing a carers wellbeing by providing services such as bereavement support, counselling, training, sitting service, ‘out of hours’ helpline, personalised 1-1 support to carers.</p>

<p>Wellbeing)</p>	<p>Of those who responded:</p> <ul style="list-style-type: none"> • 66 carers reported that they feel less isolated. • 89 carers reported maintained or improved emotional wellbeing. • 65 carers reported they are achieving their personal outcomes. • 22 carers reported they feel the benefits of the respite services that have been provided. 	<p>The 2 NPT Carers Projects Wellbeing Projects provides counselling and sitting service with a domiciliary care agency, in order to provide carers with a break from caring. There is a relatively short waiting time to see a counsellor compared to other organisations. The average waiting time is 6 weeks. They also provide training to carers through this project such as manual handling and 1st Aid. This helps carers reduce the risk of injury for themselves and their loved ones.</p> <p>Quotes from Support Workers: <i>“The carer stated he was extremely happy with the service provided and the lady that comes to sit with his mother is very understanding and his mother has accepted the companionship sit. It can be quite difficult for her to meet new people normally due to her dementia. My life is much better now.”</i></p> <p><i>“I think it is important for people to have time for themselves and I would gladly recommend any one in a similar situation to seek help and have some time for yourself. I hope this service is able to continue as it has been a great support for me.”</i></p> <p>The Swansea Carers Extended Hours - Helpline & Counselling Project provides extended hours team act as a point of contact for information, advice and conduit to Swansea Carers Centre Services and other services in the community. It enables those who can otherwise not call at any other time due to being a working carer for example to gain equal access to the support they are able to get during normal working hours. They also provide counselling for carers in emotional crisis to help maintain them in their caring role. They can help the carer develop strategies in self-care, balancing caring with a life alongside caring and plan for the future, helping them deal with the emotional strains that can in turn help reduce feelings of stress and anxiety.</p> <p>Quotes from service users: <i>“I would like to thank you for encouraging my mother to attend these meetings, she isn’t a confident person and struggles in social situations. It’s been lovely to hear her tell me about the meetings and people she has met. It is doing her good meeting people.”</i></p>
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		<p><i>"Of all the people I have been in contact with, you offered very practical and pragmatic advice. I found you very supportive and kind and I want to thank you for that."</i></p> <p><i>"It lifted my spirits, the session was delivered professionally and beautifully, everyone engaged so well."</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p> <p>Many carers report that they have to fit their lives around an incredibly challenging schedule for their cared for person. This causes additional pressure and stress when trying to complete day to day tasks (banking, personal appointments etc). This then causes their emotional health and wellbeing to take a back seat in terms of priorities.</p> <p>Providing wellbeing type support in communities for carers will enable them to stay stronger and more resilient. This sort of support can include counselling, talking to other carers, some sort of short break provision so they can have a break from caring etc.</p> <p>The short break funding provided additional funding so a grant could be administered directly to carers, so they could choose what short break they wanted. Refer to separate story of change for more details.</p> <p>A sitting service to the carer means they can attend their personal appointments or have the space to undertake day to day tasks whilst having the reassurance and confidence in knowing that their cared for person is safe and happy will in turn increase their emotional wellbeing and mental health.</p> <p>The extended hours project provides more opportunities for carers to be able to access support at a time may suit them better. Once again having a positive impact on their own</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p> <p>Successes:</p> <ul style="list-style-type: none"> • Continued provision of a much-needed counselling service with only 5 carers waiting to be referred for counselling. • Short waiting time to see a counsellor compared to other organisations, with an average waiting time of 6 weeks. • Partnership with 2 new counsellors this quarter, increasing the scope and capacity to deliver more counselling services. • Better collaboration with other organisations through signposting to other orgs via the extended hours services. • Flexibility of the worker allows for the extension of the youth work to a monthly Saturday morning breakfast club. <p>Challenges:</p> <ul style="list-style-type: none"> • Increasing prices of Domiciliary care agencies without a corresponding increase in budget, reducing the number of sits that can be provided. • Potential increase in counsellors' rates due to the cost-of-living crisis, which would impact on how many carers could be offered counselling. • Difficulty for carers to commit to attending training sessions, with many cancelling last minutes. • Ensuring the extended hours service is always covered, particularly during annual leave and sickness. The unsocial hours can restrict cover from the staff team.

	wellbeing.	
Theme	Quantitative Measures	Qualitative Indicators
Theme 7 – Young Carers (Placed Based Care - Prevention and Community Coordination)	<p>The Carers programme has 3 projects which come under the theme 7 - Young Carers (Prevention and Community Coordination). Click here Young Carers for further details.</p> <ul style="list-style-type: none"> • 4,330 carers accessing Service • 1,738 new carers accessing service <p>Of those who responded:</p> <ul style="list-style-type: none"> • 387 carers reported that they feel less isolated. • 355 carers reported maintained or improved emotional wellbeing. • 105 carers reported they feel they have been able to influence decisions that affect them. • 494 carers report they feel confident about accessing the services. • 3343 carers reported they are achieving their personal outcomes. • 161 carers reported they feel the benefits of the respite services that have been provided. 	<p>There are 3 projects that feed into the theme Young Carer. All 3 projects provide support and opportunities for young carers to support their emotional health and wellbeing and prevention and community coordination, such as:</p> <ul style="list-style-type: none"> • Weekend provision: activities, respite for Young Carers • Youth clubs / community groups (digital and face to face) • Training for education professionals to understand what support can and should be offered to Young Carers in school settings – (Understanding Young Carers Training for Professionals) • School drop in sessions • Advocacy support to Young Carers • Transport to support young carers to attend the different support sessions available – as well as day trips and other social events. • Celebrating Young Carers <p><i>“The project does achieve and continue to achieve my expectations. Each year the success of the project is reflected through the young cares being identified and supported. This can be through schools committing to setting up lunchtime clubs for the newly identified young carers, each new year group receiving awareness sessions, or by signing up to recognise the Young Carers ID Card.” (Project 6CA - We Care Young Carers Project)</i></p> <p><i>“I am now able to self-identify that I was in fact a young carer growing up and this went unidentified throughout my school life. If I had been identified within school and the support was put in place, I believe that I would have had a very different experience and opportunities that would have had a positive impact on my adult life. Learning this about my own journey, really supports my attitudes, passion, and commitment to</i></p>

		<p><i>supporting the identification of young carers. As the worker that leads on this project, it is not only funding a vital and lifechanging service for young carers but also it funds me to continue my professional development, expand my networks and provide me an income to support myself.” (Project 6CA - We Care Young Carers Project)</i></p> <p><i>The Young Carers Action Day event really highlighted the importance of involving young carers in all aspects of our planning and delivery when it comes to raising awareness on young carers and developing services to support their needs. Young Carers Forum members played an active role in putting together a presentation on the challenges they wanted to discuss, solutions they wanted to propose and raise awareness on young carers in the region.” (Project 9CR - YMCA Young Carers)</i></p> <p><i>“The project organised and delivered a successful event; this was done in partnership with young carers and services supporting young carers in the region. The main impact of the event was the awareness raised on young carers to all who attended the event, professionals actively engaging in conversations with services supporting young carers and signing up to Understanding Young Carers Awareness training sessions delivered by YMCA Swansea Young Carers Service.” (Project 9CR - YMCA Young Carers)</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p> <p>The main model of care for strategy theme 4: Young Carers is Place Based Care – Prevention and Community and Coordination. However, the young carers theme also fits within the Promoting Good Emotional health & Wellbeing model of care.</p> <p>There are 3 projects that support this model of care: YMCA Young Carers, We Care Young Carers Project and Neath Port Talbot Young Carers Service.</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p> <p>Successes:</p> <ul style="list-style-type: none"> • High numbers of young people made aware of the issues faced by Young Carers. • Increase in number of Young Carers self-identifying. • Increase in Young Carers accessing support services. • Collaboration / strong links with other partners, between different third sector organisations and statutory organisations. • Strong levels of engagement from young carers and family

<p>Young carers have reported that they often feel overlooked as a carer as there are seen only as children or young people. Many young carers face challenging situations due to their age or within an education setting, trying to balance many pressures that lots of children and young people face in terms of their schooling (deadlines, learning and testing etc) whilst ensuring their loved one is ok whilst they are in school or undertaking their different tasks that they are required to do as a young carer.</p> <p>We recently held the West Glamorgan Young Carers Action Day on 13th March 2024, where a number of Young Carers attended and spoke to the audience which was made up mainly of professionals from the 2 local authorities (Swansea Council and NPT Council) to explain why they feel they require the additional support within their school settings. They explained that this support does not need to be significant things, but can be smaller day to day support, so they feel understood in their caring role.</p> <p>Some provided examples of having a quiet space within the school day to complete their homework if they are not able to after school due to their caring responsibilities. Or having an agreement with the teachers and other school staff that they can have access to their mobile phones to check in on their carer for person – they noted that many have signed mutual agreements with the schools to agree that this opportunity would not be exploited, and the use of their phone would be for caring purposes only.</p>	<p>members.</p> <ul style="list-style-type: none"> • Schools and professionals accessing Understanding Young Carers Awareness sessions to gain information on how to identify, recognise and support young carers. • Collaboration / strong links with schools to support the delivery of PSE sessions and setting up lunchtime clubs for young carers. • Strong levels of engagement from young carers during Weekends. • Wider reach to support young carers respites, reduce loneliness and isolation. <p>Challenges:</p> <ul style="list-style-type: none"> • Different structure for primary schools needed and being adapted. • Collaboration with schools regarding in-school support – quite sporadic between different schools. • Waiting lists to carry out Young Carers Assessments due to unexpected high demand. • Workforce issues in relation to recruitment / retention of staff. • Transport issues. • Waiting lists due to unexpected high demand.
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System Constraints

Cost of Living Crisis / Increasing Demand for Support

Number of third sector providers report increasing costs which impacts the deliverability and reach of the carers projects alongside increasing demand for support services from carers.

Growing number of people with Dementia, which will impact on the number of carers:

It is possible to estimate the dementia rates in the region through rates of diagnosis across Wales. The population aged 65 and over in the West Glamorgan region is 78,100 (Census 2021) and the diagnosis rate in Wales is 53.9%. The estimate for diagnosis of dementia in the region therefore equates to 42,096 people. It is estimated that by 2040 the diagnosis rate will increase to 70% of over 65's

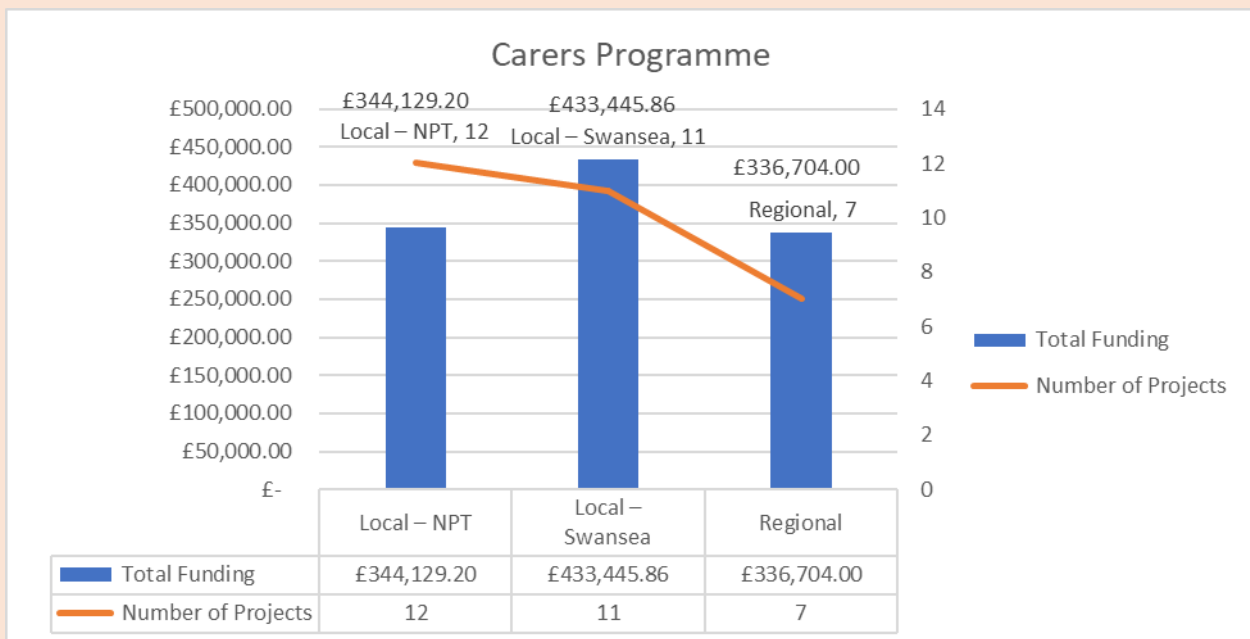
Funding Utilisation

The total allocation for the Carers Programme for 23/24 is £1,114,279.06

30 projects were provided with funding through the carers programme in 2023-24. There are 4 statutory schemes and 26 third sector schemes. There are 7 regional schemes and 23 local schemes (12 in Neath Port Talbot and 11 in Swansea).

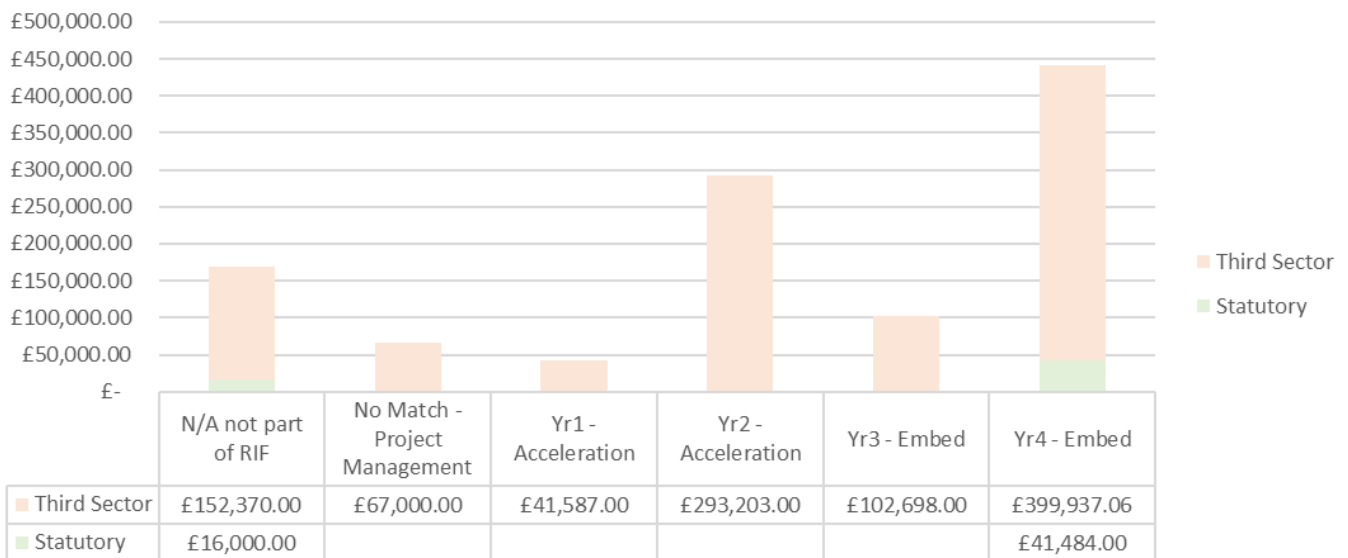
- 22 projects were funding through RIF totalling £816,909
- 3 projects through Welsh Government Carers totalling £129,000
- 5 projects through Welsh government short breaks funding totalling £168,370.

This funding has been allocated to 12 organisations throughout the region



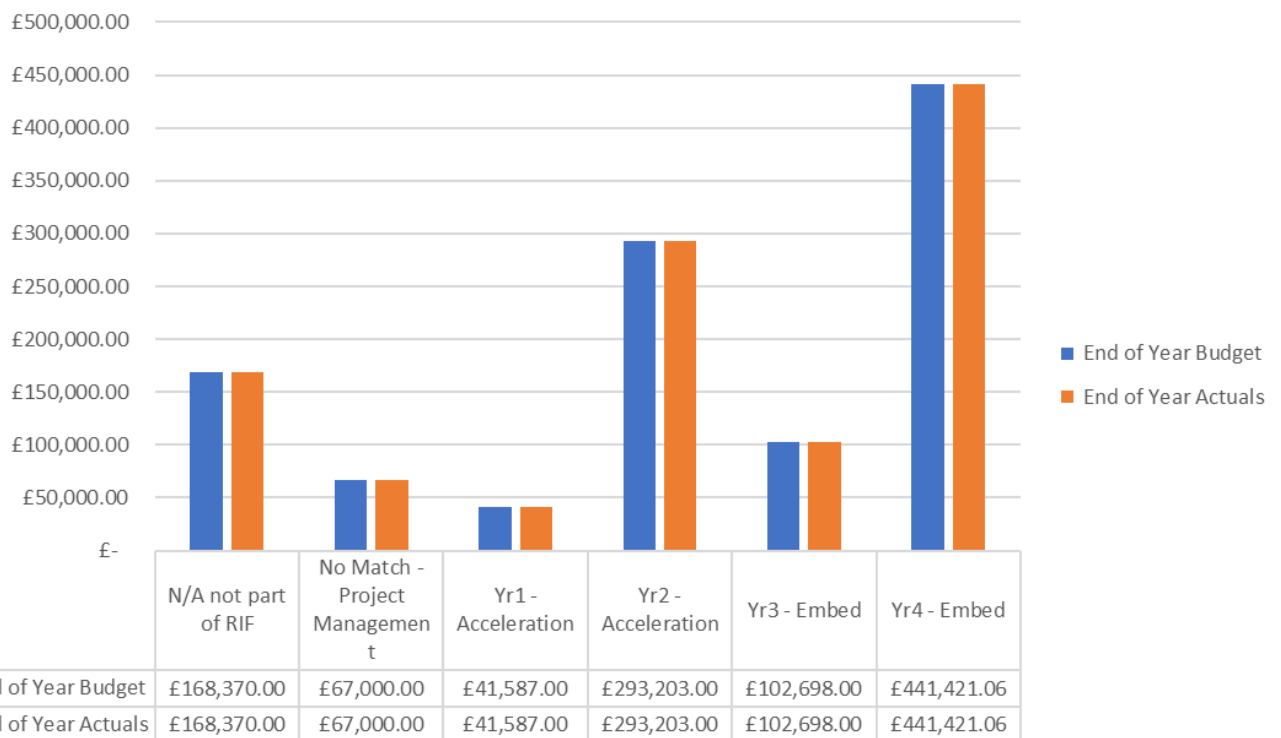
Carers RIF Allocations 23-24

Carers



RIF Budget/Spend Position at end of year

Carers End of Year Budget/Actuals



Financial and Economic Data

The social return on investment for Carers is vast, as carers will support all population programmes and some of the supporting programmes. It is a well-known fact that carers have been relied upon to support their cared for person and often are the driving force behind developing services (new and existing) to adapt to their cared for person's requirements and needs.

Throughout the pandemic it was really evident at how much support a carer provides not only to their cared for person but how this care can alleviate the pressures on statutory services. [Valuing Carers 2021 England and Wales](#) report by Carers UK notes that in 2021 the West Glamorgan region had 41,260 unpaid carers which had a nominal value of £1,472b of Value of Care. This

being said it is imperative that carers are recognised, and services are built to support the carer in addition to the cared for person. Many carers are reporting burn out due to their current caring responsibilities, so although they are helping with the pressures of statutory services, they are also at more risk of reaching crisis point which could have a negative effect on this perceived benefit.

It has been noted within the project story of changes and from the case studies how vital the projects that sit under Carers are. This is backed up by review the models of carer that they report into, with the 2 main ones being **(Promoting Good Emotional Health & Wellbeing) and Place Based Care – Prevention and Community and Coordination**. Both of these models of care will naturally support the social return on investment. Good emotional health and wellbeing will enable a carer to continue to care for longer and this can also lead to the prevention of escalation to crisis points and creating and harnessing a culture of community and coordination within carers.

Programme Case Studies

Here are some examples of case studies that were sent through:



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Here are some digital stories:

[Swansea Carers Centre - Dementia Projects - RIF on Vimeo](#)

[Male Carers - Regional Integration Fund on Vimeo](#)

[Carers Strategy Q&A - Frank on Vimeo](#)

[WEST GLAMORGAN REGIONAL CARERS' STRATEGY - CARERS' PERSPECTIVE on Vimeo](#)

<https://vimeo.com/819615998?share=copy>