

FLINTSHIRE'S REVIEW OF CARERS SERVICES - 2017-18

INITIAL FINDINGS – JANUARY 2018

Content

1. Summary of our statutory duties under the SSWB Act, including reporting
2. Scope and purpose of the Review of Carers Services 2017-18
3. Carers feedback and 'what matters' to them
4. Current provision in Flintshire, including structure and funding of services
5. Opportunities for the future
6. Next Steps
7. Appendices:
 - Appendix 1 - Carer Needs / Gap Analysis Matrix
 - Appendix 2 - Contract summaries for all carer services

1. Summary of our statutory duties under the SSWB Act

The Act has significantly changed the definition of a carer in recognition of the value of unpaid carers. The Act also places duties upon us as a Local Authority in terms of supporting carers, which are as follows:

- To **identify carers** that provide or intend to provide care for an adult or disabled child.
- A **duty to assess** a carer where there appears to be a need for support, regardless of the level of needs or resources.
- A carer is entitled to a **joint assessment** with the cared for if it is considered beneficial and there is consent from both
- A duty to **meet the needs of the carer** following an assessment, depending on eligibility
- The **carer's assessment should be reviewed annually** or when there is a significant change in circumstances
- Provide **advocacy** support for carers

Our Reporting Requirements

There are no outcomes or indicators under the National Outcomes Framework that Flintshire must report on specifically for carers.

The Welsh Government Annual Questionnaire does include two questions, as below, which we must report on; based on the feedback received from carers. (*This Questionnaire is subject to change*).

- Carers reporting they felt **supported to continue in their caring role**
- Carers reporting they felt **involved in designing the care and support plan** for the person they care for.

In addition, Commissioners would like to explore introducing a more effective and proportionate way of reporting on the outcomes of carers being achieved by services and would like to introduce an agreed set of service delivery outcomes for any future contracts. NEWCIS has recently (November 2017) adopted a set of service outcomes as a pilot.

2. Scope and purpose of the Review of Carers Services

Flintshire Social Services delivers a range of services for carers, both in-house and commissioned through external third sector providers. Each service has a defined specification with a set amount of funding to deliver services to specific groups of carers within Flintshire.

The contracts for all externally commissioned services ends on the 31st March 2018 so Flintshire Social Services has been undertaking a review of carers services, in collaboration with partners and carers, in order to inform its commissioning strategy for carers services going forward, post April 2018.

In order to ensure services are truly reflective of what is needed by our local population a method of co-production will be adopted for the design of future services for carers.

In moving forward it is vitally important that Flintshire Social Services and its partners, ensure that services are sustainable and accessible to carers in Flintshire, including younger carers, working carers and carers that are not currently involved with social services.

By undertaking a detailed and multi-stakeholder review of carers services Flintshire Social Services aims to establish how the current provision is meeting the needs of carers now and whether it is fit for purpose in the future as well as explore opportunities and areas for development.

Following the identification of local carers needs, the Carers Strategy Group will be able to highlight what gaps there are in the existing provision and how we should develop our provision to meet carers needs in the future.

The outcome of the review will inform and support the development of the Flintshire Commissioning Strategy for Carers 2018 with a view to commissioning services in 2018/19 and beyond.

What's in Scope...

- Adult carer services and support only (young carers out of scope)
- To include the following services:
 - NEWCIS – Bridging the Gap
 - NEWCIS – Carer Grants
 - NEWCIS – Carer Training
 - NEWCIS – COPE
 - NEWCIS – Coordination/ Lead Body
 - NEWCIS – Carers Needs Assessments
 - NEWCIS – Core Funding
 - NEWCIS – Primary Care Facilitator
 - NEWCIS - CHC
 - Daffodils – Support for parent carers
 - Neuro Therapy Centre – Support for carers of people with neurological conditions
 - Hafal – Support for carers of people with mental health conditions
 - Redcross – Carers Emergency Card
 - Crossroads – Respite services
 - Flintshire – Carers Needs Assessments
 - Flintshire – Grants
 - Flintshire – SPoA IAA for Carers
 - Flintshire – Marleyfield Saturday Dementia Respite
- The progress and performance of carer services over the last couple of years (2016/17 and 2017/18) will be reviewed
- Carer Advocacy services will be out of scope in this review but will form part of the Regional Advocacy Commissioning exercise.

3. Carers feedback and ‘What Matters’ to them

In 2015-16 Flintshire and other North Wales local authorities took part in the development of a Population Needs Assessment, which gave carers the opportunity to tell us ‘what matters’ to them and what support and services are important to them in helping them in their caring roles.

Checklist of carer needs (in no particular order):

- Accessible **information and advice** (preferably in one place)
- Local** information surgeries, hubs, talking points and drop-ins
- Advocacy** for the carer
- One to one support** for the carer, such as a listening ear and telephone support 24 hours a day
- Socialising** and carer groups in local community, with some where the cared for can attend too
- Access to **leisure activities**
- Volunteering** opportunities
- Education, skills and employment**
- Recognition** and respect, consultation as partners in care, being valued as a carer
- Better **communication** between all parties
- Carers really value the range of support provided by the **3rd sector**
- Support for the carer when their **caring role comes to an end**
- A good range, availability and flexibility of **respite and grants** for carers

Carer’s Priorities (ranked)

1. Information and Advice
2. Access to an assessment
3. Equipment and Adaptations
4. Advocacy
5. One to One Support
6. Respite
7. Socialising and Groups
8. Access to Leisure Activities
9. Volunteering Opportunities
10. Education, skills and employment

Caring is a journey and all of these services could become the most important to someone depending on where they are at on their journey.

The consultation also identified the following gaps in services generally:

- Lack of **transport** in rural areas
- Lack of services in rural areas**, including paid home carers
- Difficulty in getting **appointments** with the same GP, particularly for people with mental health needs or dementia
- Lack of **awareness among primary care** staff about carers
- Insufficient **counselling services** for carers whose mental health is affected by their caring role
- Gap in support for carers of people with **substance misuse** issues
- Lack of services for **parent carers**

Please refer to Appendix 1 which cross checks the above identified carers needs against existing provision and highlights Flintshire’s gaps.

4. Current provision in Flintshire

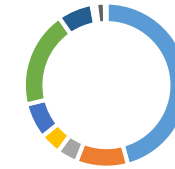


Summary of Current Funding for Carers Services in Flintshire

The total committed budget for carer services in Flintshire is in excess of **£508,139.80**, excluding the support provided for carers by Social Services (which includes information, advice, support and respite).

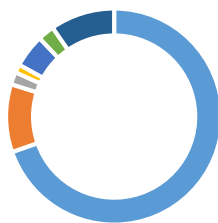
Carer services in Flintshire are primarily funded by the local authority's social services base budget, but also includes funding from Betsi Cadwaladr University Health Board and any grant funding that it receives.

Breakdown of the Types of Carer Services in Flintshire - 2017/18



- Respite, including activities & socialising
- Training
- Information, Advice & Assessment
- Carer Awareness & Promotion
- Counselling
- £150 Grant for Carers
- Work & Volunteering Opportunities
- Direct 1-2-1 Support
- Contingency Planning
- Peer Support, including drop ins

Split of Funding between Commissioned Providers, excludes Social Services and grant funding



- NEWCIS
- Red Cross
- Banardo's
- Hafal
- Crossroads
- Daffodils
- Neuro Therapy Centre

5. Opportunities for the future

Following a review of each service, the following opportunities have been collectively identified for further consideration by the Carers Strategy Group:

General Services

- To ensure all generic and specialist services are compliant with the SSWB Act in terms of eligibility and access to services for carers; all contracts to be updated to reflect the Act.
- To ensure all information and advice provided to carers from any of our services is proportionate and empowers them whilst balancing being the point of contact for carers so that they know where to go when they need more help.
- The referral process between Social Services and the generic carer service has been streamlined by using a shared information system, PARIS. Explore the benefit of replicating this with specialist providers.

Bridging the Gap – Respite Broker Service

- To explore a more person centred approach for the allocation of respite to enable carers who support individuals with very complex needs or carers that support more than one individual to have an equal amount of respite as other carers; shifting from a value allocation model to an hours allocation model dependent on need.
- Expand the respite provider options that are available to carers, to include local facilities and support groups as well as a wider range of providers (particularly for certain carers, i.e. autism).

Carer Grants & Counselling

- To create a single grant funding system in Flintshire for all carers, which is more efficient, cost effective and provides greater oversight of grant demand and spend. Currently there are 3 pots administered

by 3 different providers: Flintshire Social Services, Hafal and NEWCIS all with similar criteria and grant allocation.

- To explore a centralised counselling service which could achieve better value for money, maximise resources, pilot new models and manage growing demand. An increase in demand from carers for counselling services has been evidence over the last couple of years.
- There is a clear demand for crisis grants but currently no explicit criteria or funding allocation; consideration to be given for a crisis grant fund to be developed within the single grant funding system which is accessible to all carers.

Training

- Continue to and expand on maximising what resources and opportunities are available within the community and link with existing initiatives, for example Arts groups and Dementia training.
- The service should include all generic and specialised training for all carers.
- Explore providing training for both the cared for and carer, where there is a demand and it is feasible to do so.

Carer Opportunities, Participation and Employment (COPE)

- Continue to create strong links with private, public and 3rd sector organisations to maximise the employment/education/training opportunities for carers.
- Explore community developments and community participation as a method of building new and flexible opportunities for carers, such as SPICE.

Coordination/ Lead Body

- Develop a new monitoring approach for services which focuses more on the carer and service outcomes, whilst ensuring it is proportionate to the contract value.

- The 'lead body' function is to be reviewed and updated to reflect new legislation, new approaches and priorities.
- Lead, in partnership with Social Services, on the Welsh Government's Strategy and Strategic Action plans for carers in Flintshire.
- To promote and encourage uptake of the new e-learning carer awareness tool being developed by Social Care Wales.
- Introduce a new multi-disciplinary carers group, with staff in Social Services, NEWCIS and specialist providers, to collectively support carers in a crisis or where there are complexities/ challenges in care planning.

Carers Needs Assessments

- The new what matters assessment was adopted on the 1st December 2017 offering a consistent assessment for carers receiving support through Social Services and NEWCIS.
- New service outcomes were agreed and adopted as of the 1st November 2017, with the proposal that these are rolled out across all carer services.
- Review and promote social services' duties to carers via a refreshed programme of training, commencing in April 2018.
- Review and consider the scope of the contract in terms of a centralised service for carer assessments, inclusion of annual reviews and updating the staff time required for each assessment.
- The sustainability of this contract in terms of demand and proportionate assessment needs to be monitored going forward (several variables will impact on capacity to meet growing demand).

Core Funding

- Lead on a new programme of carer training to be delivered from April 2018 onwards, to promote the identification, access to assessment and support available for carers amongst health and social care staff

Respite Support for Carers

- Explore how we can increase the capacity within the area to provide more regular and planned respite provision and manage demand.

Specialist Services

- All specialist services should include a Care Needs Assessment where relevant, which incorporates the 'what matters' approach to ensure that carers have more timely access to services and don't have to tell their story twice.

Primary Care Facilitator

- To work with health professionals (both community and acute) to encourage greater carer involvement in the care planning process.
- To increase awareness of assistive technology amongst carers, particularly for those who are not accessing services.
- To ensure carers have easy access to GPs, particularly for those supporting individuals with a mental health condition or dementia.

CHC Support

- The service is to be reviewed by Social Services and the Health Board over the next 12 months.

Support for parent carers

- Explore whether the Bridging the Gap scheme can offer more respite choices for parent carers.

Support for carers who supports someone with a neurological condition

- Explore whether GPs can make a direct referral into the centre via the Clinical Gateway which will reduce delays in the referral process.
- Continue to develop a carer resilience programme, looking at national models such as 'attend anywhere'.

- Continue to explore and maximise carer/community groups already available in the local community or via NEWCIS.

Support for carers who supports someone with a mental health condition

- Ensure all information leaflets and carer packs contain information on the rights of carers, including an offer of assessment.
- To work with health professionals (community and acute) to encourage greater carer involvement in the care planning process.
- To maximise social opportunities, working with NEWCIS and what's available within the local community, ensuring that working carers have access too.
- Explore a more cost effective approach to providing counselling to carers – see above.
- Explore a centralised carer grant and crisis grant system in Flintshire – see above.

Support for carers who supports someone with substance misuse

- This is currently a gap in Flintshire's provision. However, these carers do have access to information, advice and assistance through Flintshire Social Services, Betsi Cadwaladr University Health Board and NEWCIS currently but uptake is minimal.

Carers Emergency Card

- The current Galw Gofal contract is coming to an end in March 2018 and the new call monitoring service for Flintshire does not include the call monitoring for the Carers Emergency Card so a new model for the service is needed, if it's to continue.
- A proposal for a new service model, which looks to make the service more sustainable and carer led, is to be considered – see proposal.

Marleyfield Saturday Dementia Respite

- To continue to review the current service and explore more person centred respite solutions for individuals with a memory loss and dementia to enable greater choice and flexibility.

- Explore good practice models which identify and support these carers.

Flintshire Carers Needs Assessments

- The level of carer needs assessment being undertaken in Flintshire is minimal. The service provided by NEWCIS is seen to be the expertise and best place for carers to seek IAA and assessment.
- Promote the entitlements of carers and ensure carers are being offered an assessment/ joint assessment.
- Review and consider whether a centralised service for carer assessments should be taken forward, which includes annual reviews.

Flintshire Grants

- The demand for carer grants in Flintshire has been minimal and the cost of administering a grant scheme is not cost effective, so another solution is recommended.
- Explore a centralised carer grant and crisis grant system in Flintshire – see above.

Flintshire SPoA IAA for Carers

- Continue to develop the staff's knowledge of carers and the range of information and support that is available to carers.
- In partnership with NEWCIS, introduce a new multi-disciplinary carers group, with staff in Social Services, NEWCIS and specialist providers, to collectively support carers in a crisis or where there are complexities/ challenges in care planning.

6. Next Steps

In consultation with the Carers Strategy Group and working with service providers directly, it has been agreed that the following opportunities will be taken forward in Flintshire from 2018/19:

Bridging the Gap – Respite Broker Service

- A fairer, more equitable and flexible system for Bridging the Gap respite will be adopted.
- The model will include: exploring others avenues for individuals (whether the respite is for the carer or part of the support plan for the individual), review requests for respite on a case by case basis and explore opportunities through the new autism service.
- Continue to expand the respite provider options available to carers.
- Update the Bridging the Gap criteria and process in consultation with the Carers Strategy Group.

Central Carer Grant Scheme

- A central grant scheme will be developed with a total value of £45,000 for all carers, which will include a ring-fenced pot of £5,000 for crisis grants. Grant awards will be up to a maximum of £150 per carer per year.
- A new criteria, prioritisation tool and process will be developed, in partnership with providers, to ensure the new system is efficient, responsive and equitable to all carers.

Central Counselling Service

- Develop a centralised counselling service which will be more flexible in meeting carer's needs and can test new approaches.

Coordination/ Lead Body

- Develop a new monitoring tool for carer services which focuses more on the carer and service outcomes, whilst ensuring it is proportionate to the contract value.
- Roll-out the new carer service outcomes in order to improve our reporting of carers and the difference the provision is making to their lives.

Carers Needs Assessments

- Specialist providers, who currently undertake an assessment, will offer this assessment as the formal Carers Needs Assessment. Commissioners and providers will work together on the requirements of C.N.As, the 'what matters' approach, recording and reporting.
- A central service for undertaking C.N.A's will continue, which will now include annual reviews. This service will offer IAA and C.N.A's to the following carers: carers unknown to Social Services, carers open to OTs, low level MH, dementia, PD/LD, parent carers and neurological carers.
- Other services will continue to offer C.N.As such as Hafal: high level MH and crisis MH, CHC: for complex and terminal conditions, Social Services: parent carers and carers known to SWs, community health: carer known to services.

In addition, the following services will be subject to review over the next 12 months:

- Marleyfield Saturday Dementia Respite
- Support for carers who are supporting individuals with drug and alcohol problems
- New opportunities, such as SPICE
- CHC service for carers, funded by BCU

Appendix 1 - Carer Needs / Gap Matrix

Here is a carer's needs / gap analysis matrix to help identify how the current provision is meeting local carer's needs and where there are gaps in provision to meet the future needs of carers. In our consultation with carers, they ranked the support and services they valued the most – the top 10 are indicated in the table below:

There is one area that is a current gap in our existing provision (highlighted in red); generic services are available to carers who support people with substance misuse, however there is currently very low engagement and support being delivered to these carers. It is recommended that models of support need to be explored further.

In addition, there are several areas that Flintshire should consider strengthening to maximise our offer to carers (highlighted in amber).

		Current Provision																		
Carer Needs Identified		Bridging the Gap	Carer Grants	Training	COPE	Coordination	Carers Emergency Card	Support for Young Carers	Marleyfield Respite	Support for Parent Carers	Support for Neurological Carers	Support for MH Carers	CHC Support	Primary Care Facilitator	Carers Needs Assessments	FCC Grants	NEWCIS Core Funding	Crossroads Respite	Creative use of Direct Payments	FCC IAA
		Accessible information and advice (1)				✓	✓		✓		✓	✓	✓	✓	✓	✓		✓		
	Access to an assessment (2)						✓			✓	✓	✓	✓	✓	✓		✓			✓
	Local information			✓	✓	✓		✓		✓	✓	✓	✓	✓	✓		✓			✓
	Advocacy for the carer (4)							✓			✓	✓	✓				✓			✓
	Access to equipment and adaptations (3)									✓	✓	✓	✓	✓	✓					✓
	One to one direct support (5)				✓			✓		✓	✓	✓	✓	✓	✓		✓			✓
	Socialising and carer groups in the local community (7)		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
	Access to leisure activities (8)	✓	✓			✓		✓		✓	✓	✓		✓	✓	✓		✓	✓	✓
	Volunteering opportunities (9)				✓															
	Education, skills and employment (10)			✓	✓			✓			✓	✓	✓							✓
	Recognition and value for the carer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Better communication between professionals				✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓			
	3 rd Sector support	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	✓		
	Support when the caring role ends			✓	✓										✓					✓
	Access to respite and grants (6)	✓	✓					✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	
	Access to transport		✓									✓				✓				
	Services in rural areas	✓						✓		✓				✓	✓					✓
	Easy access to GPs and GP consistency					✓								✓						
	Carer awareness in primary and acute care					✓	✓				✓	✓	✓	✓			✓			
	Access to counselling services		✓					✓			✓	✓								
	Support for substance misuse carers	✓	✓	✓	✓	✓	✓							✓	✓	✓	✓			✓
	Support for parent carers	✓	✓	✓	✓		✓			✓		✓			✓				✓	✓
	Contingency planning for the carer						✓			✓	✓				✓					✓

Appendix 2 - Contract Summaries

Over the last couple of months each commissioned service and in-house service has been subject to a review of its performance and outcomes; the contract summaries can be found below:

Service/ Contract	Contract Summary Included	Status	Page No:
NEWCIS – Bridging the Gap	✓	Completed	11
NEWCIS – Carer Grants	✓	Completed	13
NEWCIS – Carer Training	✓	Completed	15
NEWCIS – COPE	✓	Completed	17
NEWCIS – Coordination/ Lead Body	✓	Completed	19
NEWCIS – Carers Needs Assessments	✓	Completed	21
NEWCIS – Core Funding	✓	Completed	23
NEWCIS – Primary Care Facilitator	✓	Completed	25
NEWCIS – CHC Support	✓	In progress	27
Daffodils – Support for parent carers	✓	Completed	29
Neuro Therapy Centre – Support for carers of people with neurological conditions	✓	Completed	31
Hafal – Support for carers of people with mental health conditions	✓	Completed	33
Redcross – Carers Emergency Card	✓	Completed	35
Crossroads – Respite services	✓	In progress	37
Flintshire – Carers Needs Assessments	✓	Completed	39
Flintshire – Grants	✓	Completed	41
Flintshire – SPoA IAA for Carers	✓	Completed	42
Flintshire – Marleyfield Saturday Dementia Respite	✓	In progress	44

REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Bridging the Gap – Respite brokerage service	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service: <ul style="list-style-type: none">To approve, manage and broker short term and emergency respite for carers in Flintshire.
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What the contract funding supports: <ul style="list-style-type: none">Promotion, coordination and administering of the brokerage service, including x1 FTE postRespite vouchers for carers to use with a provider of their choice	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">Carers have access to a range of quality, flexible, imaginative and responsive support, including in times of crisis /emergencyRespite that offers a more person centred approach which can be taken as and when required, rather than always having to be planned90% of carers felt the scheme had improved their quality of life.86% of the carers felt the Respite support had avoided unnecessary visits to their GP.86% felt the scheme gave them flexibility when they needed a break
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Summary of carers supported from April 2016 to date <u>2016/17:</u> <ul style="list-style-type: none">➤ 226 carers accessed respite (some have received multiple allocations)➤ 334 respite voucher codes approved and allocated (£200/ 14 hours) <u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ 153 carers accessed respite (some have received multiple allocations)➤ 153 respite voucher codes approved and allocated (£300/ 20 hours)

Opportunities identified: <ul style="list-style-type: none">○ Eligibility criteria must be updated to be in line with the Act i.e. removal of carers hours	Areas for Consideration: <ul style="list-style-type: none">○ Popular and valued service
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<ul style="list-style-type: none"> ○ To explore being more person centred in the allocation of codes/ value of respite to enable carers who support individuals with complex need or carers that support multiple individuals to have an equal amount of respite as other carers ○ Explore and broaden the respite provider options, to include local facilities and support groups as well as a wider range of providers 	<ul style="list-style-type: none"> ○ Accessed by specialist services such as Hafal, Daffodils, Neuro Therapy Centre.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Flexible and person centred respite 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> ○ Carers would like to be able to access x2 vouchers if caring for more than one individual/ child.
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Grants, including holistic services, counselling and group support	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service: <ul style="list-style-type: none">To administer and fund the carers grant scheme and continue to develop the range of carer support networks available to carers, including counselling and peer support.

What the contract funding supports: <ul style="list-style-type: none">Project Officer – x0.8 FTE to administer and manage the activities under the remit of this contract, including:GrantsCounsellingHolistic servicesGroup support and carer events	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">Carers have access to a range of quality, flexible, imaginative and responsive support, including in times of crisis /emergencyCarers are acknowledged, recognized and fully informed,100% of carers felt the grant helped them achieve what they would otherwise have found a difficult task40% of carers accessing the grant scheme use their grant towards a holiday
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Summary of carers supported from April 2016 to date
<u>2016/17:</u> <ul style="list-style-type: none">➤ 143 carers have received a grant➤ 223 hours of counseling was provided to carers➤ 526 carers attended 57 carer groups held during the year➤ 639 carers attended the 52 NEWCIS drop in sessions during the year
<u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ 65 carers have received a grant➤ 208 carers received counseling support➤ 56 holistic appointments held so far➤ 354 carers attended 65 carer groups held so far➤ 350 carers attended the 26 NEWCIS drop in sessions so far

<p>Opportunities identified:</p> <ul style="list-style-type: none"> ○ Opportunity to centralise the grant fund to make a clear single route for all carer grants, which is more efficient and provides greater oversight of grant spend ○ The criteria for grants needs to be updated to be compliant with the Act ○ Opportunities to achieve better value for money for a counselling service should be explored, such as centralised service, maximising resources and piloting new models 	<p>Areas for Consideration:</p> <ul style="list-style-type: none"> ○ There is clearly a demand for crisis and emergency grants, approximately £7k per annum, which is currently funded by NEWCIS, should this form part of the grant scheme? ○ Unable to support carers with utility bills, unless via the crisis grant funded by NEWCIS.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Flexible and person centred support ○ Grants ○ Carers valued 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> ○ Crisis grants
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Training for carers	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service: <ul style="list-style-type: none">To arrange and deliver a range of carer led training.

What the contract funding supports: <ul style="list-style-type: none">Project Officer – x0.8 FTE to arrange and manage the training and also including:Training facilitator and equipmentVenueRefreshmentsTransport and respite available via Bridging the GapPromotion and evaluation	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">Carers are informed and skilled to undertake their caring role90% of carers who made changes to their lives in a named specific area88% of carers who confirm that they have had options & influence over their lives
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Summary of carers supported from April 2016 to date
<u>2016/17:</u> <ul style="list-style-type: none">➤ 30 training courses delivered over approximately 130 days➤ 223 carers accessed training
<u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ 16 training courses delivered over approximately 57 days➤ 106 carers accessed training

Opportunities identified: <ul style="list-style-type: none">○ Continue to and expand on maximising what resources and opportunities are available within the community and link with existing initiatives, for example Arts groups and Dementia training○ Explore providing or facilitating training for both the cared for and carer to be explored, based on demand and what is feasible	Areas for Consideration: <ul style="list-style-type: none">○ This service should include specialised and condition specific training for all carers to avoid duplication of effort and resources.
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Meeting local need: <ul style="list-style-type: none">○ Training for carers○ Increasing carers knowledge and skills	Unmet/ growing need:
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: COPE	
Provider: NEWCIS	Main Contact: Claire Sullivan

<p>Aims of the Service:</p> <ul style="list-style-type: none"> • Deliver a supports service for to help carers to access outside interests, such as access to learning opportunities, work and volunteering which serve to maximize their potential.
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<p>What the contract funding supports:</p> <ul style="list-style-type: none"> • X1 FTE COPE Officer • Costs associated with the delivery of the service, such as promotional material 	<p>Headline impacts/ outcomes achieved for carers:</p> <ul style="list-style-type: none"> • 15 employers/trainers are more Carer aware • Organisations are more aware of NEWCIS services • 30 Carers supported around balancing employment and their caring role • 17 past carers or present carers gained employment, lifelong learning or are now volunteer
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<p>Summary of carers supported from April 2016 to date</p> <p><u>2016/17:</u></p> <ul style="list-style-type: none"> ➤ 192 carers given information, advice and signposting ➤ 9 carers assisted to gain employment ➤ Helped 33 working carers balance caring and employment <p><u>2017/18 (March to September):</u></p> <ul style="list-style-type: none"> ➤ 198 carers given information, advice and signposting ➤ 6 carers supported to access an interview at Toyota, 3 now employed at Toyota ➤ 1 carer supported to access the apprentice scheme at Theatre Clwyd ➤ 1 carer supported to access CITB ➤ 2 carers supported to Business Wales Meetings, ➤ 7 drop in sessions held at the Job Centre, Shotton ➤ 11 awareness raising events attended

<p>Opportunities identified:</p> <ul style="list-style-type: none"> ○ By creating more links with other organisations will give carers more employment/education/training options. 	<p>Areas for Consideration:</p> <ul style="list-style-type: none"> ○ In the new proportionate assessment, the concern is that this area will not be raised as a priority for carers.
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<ul style="list-style-type: none"> ○ Opportunities for community development and participation should be explore and maximised, such as SPICE 	<ul style="list-style-type: none"> ○ The biggest area for development is raising the priority and commitment of employers to support carers
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Support to access learning, volunteering and employment opportunities 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> ○
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Lead Body/ Coordination	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service: <ul style="list-style-type: none">• To promote and support the development of carers services in Flintshire with the involvement of partners and carers, including:• Facilitate the Marleyfield Dementia Respite service• Bi-annual monitoring of all commissioned carer contracts• Support and facilitate the Carers Strategy Group• Deliver training about carers• Support Flintshire Social Services with service planning and recommendations
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What the contract funding supports: <ul style="list-style-type: none">• X0.9 FTE post	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">• Bi-annual monitoring completed for all commissioned carer services• Carers Strategy Group well establish, meeting every quarter• Strong working relationships with carers and carer service providers• Strong partnership working with private, public and 3rd sector organisations• Specialist knowledge in service development for carers• 96% of carers valued the information they were provided• 99% of carers felt that they have increased skills and knowledge
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Summary of carers supported from April 2016 to date
<u>2016/17:</u> <ul style="list-style-type: none">➤ 57 carer groups facilitated, with 526 carers attending➤ 604 carers attended the weekly drop-in meetings hosted by NEWCIS➤ Carers Rights Event was attended by over 100 carers➤ Over 100 volunteers registered with NEWCIS➤ 807 carers offered an assessment➤ Annual reports and bi-annual monitoring submitted on time to Commissioners
<u>2017/18 (March to September):</u>

- 7,400 carers registered with NEWCIS
- 2706 carers offered an assessment
- Preparation for Carers Rights Day event has been planned in this period and an open day with sessions for carers on the Act, LPA, Welfare Rights and Advocacy where held.
- Bi-annual monitoring submitted on time to Commissioners

Opportunities identified:

- New programme of carer training to be delivered from April 2018 onwards, to promote identification support for carers amongst health and social care staff
- Lasting Power of Attorney course and a 2 day break for carers have been introduced following the annual carer feedback survey.

Areas for Consideration:

- The monitoring form needs to be redesigned to focus more on the carer service outcomes and outcomes achieved by carers as a result of the support, which is proportionate
- To review 'lead body' function in terms of the monitoring and lead role for carers services in Flintshire, in line with the new legislation and processes
- The big lottery funding secured by NEWCIS delivers enhanced services in Flintshire and adds value to the provision funded by the Carers Strategy funding.

Meeting local need:

- Carers are given a voice in the service planning and commissioning process
- Promote carers so that they are acknowledged, recognized and valued by professionals
- Carers have access to a range of support
- Working in partnership to deliver the best carer services in Flintshire

Unmet/ growing need:

- Benefit checks, advice and form filling.
- Social needs of cared-for.
- Groups that carer and cared-for can attend together.
- Transport issues.
- Lack of support/groups/activity in certain areas of the County – e.g. Buckley, Wrexham border.
- Dementia related activities and services.

NB – Many of these unmet needs are now being addressed by our new Carer Wellbeing project.

REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Carers Needs Assessment	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service:

- To provide a statutory assessment service for carers in Flintshire to support them in their caring role.

What the contract funding supports: <ul style="list-style-type: none">• Funds 35 hours per week of wellbeing officers time to undertake carer needs assessments	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">• Carers have easy access to information, advice, signposting and assessment• Carers are empowered to seek the support to enhance their wellbeing• 80% of Carers rated the 1 to 1 support they received as Excellent.
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Summary of carers supported from April 2016 to date

2016/17:

- 807 assessments offered and 585 referrals received with 298 carers assessments completed
- This included 640 home visits and 192 one to one meeting made by staff
- A proportionate assessment is now undertaken so carers are triaged based on their needs and carers received the following support in addition to the carer needs assessments:
 1. Level 1 (information provided) (3.5%)
 2. Level 2 (Telephone support) (35.5%)
 3. Level 3 (Face to face support) (49%)
 4. Level 4 (Carer breakdown) (6%)
 5. Unknown (6%)

Note - 49% of referrals were level 3.

2017/18 (March to September):

- 208 referrals received and 173 carers assessments completed so far
- This included 684 home visits and 178 one to one meeting made by staff
- A proportionate assessment is now undertaken so carers are triaged based on their needs and carers received the following support in addition to the carer needs assessments:
 - Level 1 (information provided) 456 (21%)
 - Level 2 (Telephone support) 1103 (50%)
 - Level 3 (Face to face support) 295 (13.5%)

○ Level 4 (Carer breakdown)	49 (2%)
○ Unknown –	296 (13.5%)

<p>Opportunities identified:</p> <ul style="list-style-type: none"> ○ Eligibility criteria for assessments must be updated to be compliant with the Act. ○ The new what matters assessment was adopted on the 1st December 2017 offering a consistent C.N.A for carers ○ New carer service outcomes agreed and adopted 1st November 2017 – to be expanded across all carer services ○ Multi-disciplinary carers group, with staff from Social Services, NEWCIS and specialist providers to collectively support carers in a crisis or experiencing challenges in care planning for the cared for ○ Exercise to be completed to quantify the time and tasks involved in undertaking an assessment as the current time allowance is out of date, due to recent changes in process and legislation. 	<p>Areas for Consideration:</p> <ul style="list-style-type: none"> ○ NEWCIS is currently utilising 42 hours of staff time to meet the demand for carer needs assessments. This is an additional 7 hours per week being funded by the Coordination/ Lead Body contract. ○ The contract will also need to include the additional duty to review assessment on an annual basis. ○ Additional administration has been incurred by adopting the ‘what matters’ approach and using a single information system PARIS. ○ Moving forward we must ensure that the service is sustainable and can manage the growing demand and the following needs to be considered: <ul style="list-style-type: none"> ➢ Proportionate assessments ➢ LA Carers Needs Assessments increased ➢ Joint assessments ➢ Balancing empowerment and support to prevent crisis ➢ Annual reviews ○ Consideration should be given as to whether there should be a central service for carer assessments, in terms of Social Services undertaking assessments.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Offering and providing carers needs assessments to carers who have a support need, ○ Work in partnership with Social Services to provide joint assessments 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> ○ Carer needs assessments for Substance misuse carers
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Core Funding	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service: <ul style="list-style-type: none">• Provision of timely, well publicized and accessible information to carers• Identifying hidden carers• Ensuring that carers are recognized and valued.• Promoting the health, well-being and social inclusion of carers through the provision of flexible and timely services.• Promoting and increasing awareness of carers issues within communities and within appropriate statutory, voluntary and private sector environments.• Ensuring that carers have a voice, and supporting their involvement in the planning of services for carers

What the contract funding supports: <ul style="list-style-type: none">• See above, to support the primary functions of the NEWCIS Carers Centre	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">• Management of volunteers (now 100) to assist the county and NEWCIS with services• Provision of a carers centre for use for training and groups and social activity for carers• Carers newsletter produced• Carers Rights/ Carers Week – annual events held
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Summary of carers supported from April 2016 to date <u>2016/17:</u> <ul style="list-style-type: none">➤ 806 referrals received by NEWCIS <u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ Over 18,000 newsletters produced and circulated➤ Social media reach, 3,500 on facebook and 1,400 on twitter.➤ Attendance at key strategic carers events/ meetings across Wales/ North Wales.➤ 10,766 carers registered with NEWCIS➤ 1,345 referrals received by NEWCIS so far this year, 66% increase on last year
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<p>Opportunities identified:</p> <ul style="list-style-type: none"> ○ New programme of carer training to be delivered from April 2018 onwards, to promote identification support for carers amongst health and social care staff 	<p>Areas for Consideration:</p> <ul style="list-style-type: none"> ○ Growing demand upon the service and time limited funding is a concern
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Carers are given a voice in the service planning and commissioning process ○ Promote carers so that they are acknowledged, recognised and valued by professionals ○ Carers have access to a range of support ○ Working in partnership to deliver the best carer services in Flintshire 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> ○ Respite for carers continues to be a high priority ○ Travel and transport costs of carers living in rural areas continues to be a problems, which NEWCIS supports as much as they can.
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Primary Care Facilitator	
Provider: NEWCIS	Main Contact: Claire Sullivan

Aims of the Service: <ul style="list-style-type: none">○ Main Provision of Carer info at NHS contractor sites through carer information stands & visits to practice staff and Key Workers.○ Maintain support to GP Practices to identify Carers.
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What the contract funding supports: <ul style="list-style-type: none">● X3 Facilitator Posts (x0.3 FTE)	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">● Greater GP, Pharmacy and Community Hospital awareness of carers● All 23 GP practices in Flintshire have carer information stands/points and these continue to be updated on a regular basis● Carers lead identified in all GP Practices in Flintshire
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Summary of carers supported from April 2016 to date <u>2016/17:</u> <ul style="list-style-type: none">➤ Engaged with 22 GP surgeries➤ 5 GP Practices have up to date Carer Register➤ 2,241 carers identified by GPs and placed on the carers register➤ 60 carer needs assessments completed➤ Facilitated 6 carer support groups <u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ Engaged with 23 GP surgeries➤ 19 GP Practices have up to date Carer Register➤ 3,153 carers identified by GPs and placed on the carers register➤ 206 referrals received by NEWCIS from primary care
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Opportunities identified: <ul style="list-style-type: none">○ Explore opportunities for promoting assistive technology as an early intervention for carers	Areas for Consideration: <ul style="list-style-type: none">○ Continue to work closely with GP practices and community hospitals to maximise support for carers
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<ul style="list-style-type: none">○ Greater promotion of care planning including the carer with professionals	
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Meeting local need: <ul style="list-style-type: none">○ Information, advice and signposting for carers○ Early intervention and prevention	Unmet/ growing need: <ul style="list-style-type: none">○ Access to assistive technology
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: CHC Support	
Provider: NEWCIS	Main Contact: Claire Sullivan

<p>Aims of the Service:</p> <p>To provide a highly responsive service to carers who have a significant caring responsibility for an individual with dementia or a complex long term or life-limiting condition. Support is aimed at preventing carer breakdown and reducing emergency hospital admission by ensuring the carer has appropriate support and services in place, particularly when palliative care at home is the choice of the cared for at the end of their life.</p> <p>* This contract is solely funded by BCUHB.</p>

<p>What the contract funding supports:</p> <ul style="list-style-type: none">• X1 FTE Facilitator• Grant fund, including counselling support	<p>Headline impacts/ outcomes achieved for carers:</p> <ul style="list-style-type: none">• Carers are more informed by receiving information, advice and signposting• Carers well-being is enhanced through the one to one support, peer support and access to respite.• Carers are being supported to avoid carer breakdowns• Carers and the cared for are supported to avoid hospital admission, when it looks likely
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<p>Summary of carers supported from April 2016 to date</p> <p><i>This contract has not been formally monitored by BCUHB, since it has become a mainstream service.</i></p> <p><i>NEWCIS reports on the achievements of the service, like all other contracts, in their Annual NEWCIS report, against the original KPIs and identified outcomes for the service. Here are the achievements of the service from last year:</i></p> <p><u>2016/17:</u></p> <ul style="list-style-type: none">➤ 168 referrals received in addition to 80 carers who are supported by the service ongoing➤ 177 home visits made to carers➤ 18 carers have received bereavement support for up to a period of 8 weeks +➤ 50 carers have accessed the CHC carer grant fund➤ Facilitate a carers group, with on average 12-18 carers in attendance➤ Support carers to access specific condition information, advice and support.
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Opportunities identified: <ul style="list-style-type: none">○ To be explored further.	Areas for Consideration: <ul style="list-style-type: none">○ To be explored further.
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Meeting local need: <ul style="list-style-type: none">○ Information, advice and signposting for carers○ Access to carers needs assessments○ Point of contact for carers needing more support○ Prevention of carer breakdown and hospital admissions○ Greater joined up working between the professionals supporting the cared for and carer.	Unmet/ growing need: <ul style="list-style-type: none">○
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Support for parent carers of children with a disability	
Provider: Daffodils	Main Contact: Anita Jones

<p>Aims of the Service:</p> <ul style="list-style-type: none"> • Provide services that enable parent carers to take regular and planned breaks, through activities organised for the whole family • Provide recreation or other leisure time activities for children and young people with physical or mental disabilities and their carers and families, with a view to integrating them into society

<p>What the contract funding supports:</p> <ul style="list-style-type: none"> • X0.5 FTE post to provide information, engage with families following referral, coordination of activities, sourcing funding, raising awareness of the work of Daffodils and how carers can access it. 	<p>Headline impacts/ outcomes achieved for carers:</p> <ul style="list-style-type: none"> • Carers are more informed and skilled to take on their caring role • Carers have a support network to help support them in their caring role • Carers have access to a range of quality, flexible and responsive respite, activities or social support – equates to 60,000 hours pa • Carers can enjoy activities for the entire family, which works for their circumstances and life
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<p>Summary of carers supported from April 2016 to date</p> <p><u>2016/17:</u></p> <ul style="list-style-type: none"> ➤ 11 new referrals received ➤ 850 carers given information, advice and signposted ➤ 850 carers receiving support ➤ 850 carers accessed respite/ activities/ groups support <p><u>2017/18 (March to September):</u></p> <ul style="list-style-type: none"> ➤ 45 new referrals received ➤ 910 carers given information, advice and signposted ➤ 910 carers receiving support ➤ 910 carers accessed respite/ activities/ group support (185 activities so far)

<p>Opportunities identified:</p> <ul style="list-style-type: none"> ○ Explore whether Bridging the Gap scheme can become more person 	<p>Areas for Consideration:</p> <ul style="list-style-type: none"> • Continuously low numbers (approximately 20%) of parent carers
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centred so that the system is fairer and doesn't disadvantage carers in these situation.	access respite outside of this service, even though Bridging the Gap is regularly promoted.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Information, advice and signposting ○ Point of contact ○ One to one and peer support ○ Access to flexible family respite ○ Opportunities to socialise and learn for the whole family 	<p>Unmet/ growing need:</p>
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Support and respite for carers of people with neurological conditions

Provider:
Neuro Therapy Centre

Main Contact:
Katie Roebuck

Aims of the Service:

- Provide focused range of training to meet requirements for Carers
- Provide services that enable carers to take regular and planned breaks targeted at specific needs
- Explore a collaborative initiative to provide emergency /short notice replacement care
- Continue and develop the range of care support networks through groups and drop ins:

What the contract funding supports:

- Employs staff to support carers
- Funds specialist activities, training and group facilitation

Headline impacts/ outcomes achieved for carers:

- Carers are more informed and skilled to take on their caring role
- Carers have access to a range of quality, flexible and responsive respite, activities or social support
- Carers have access to a dedicated point of contact who can support them through their journey

Summary of carers supported from April 2016 to date

2016/17:

- 32 new referrals received
- 206 carers given information, advice and signposted
- 37 carers receiving support
- 169 carers accessed respite/ activities/ group support

2017/18 (March to September):

- 7 new referrals received
- 213 carers given information, advice and signposted
- 38 carers receiving support
- 175 carers accessed respite/ activities/ group support

Opportunities identified:

- Enable GPs to make a direct referral into the centre via the Clinical

Areas for Consideration:

<p>Gateway which will reduce delays in the referral process as information can often be missing.</p> <ul style="list-style-type: none"> ○ Developing a carers resilience programme ○ Continue to explore and maximise carer and community groups and activities based in the carer's local community or via NEWCIS 	<ul style="list-style-type: none"> ● Transport can be a burden on carers, getting to the centre on a regular basis and the costs associated.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Information, advice and signposting ○ Access to therapies ○ One to one support, including emotional support ○ Access to flexible respite ○ Opportunities to socialise and learn 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> ● Transport
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Crisis support and respite/ grants for carers of people with mental health conditions	
Provider: Hafal	Main Contact: Janet Fletcher

Aims of the Service: <ul style="list-style-type: none">• Provide a short period of intensive support during times of crisis including first contact with acute services, which includes one-to-one support for carers, support with discharge and informal advocacy• Provide access to a range of effective and appropriate short break opportunities through the respite grant• Provide access to a programme of social and group activities and well-being therapies

What the contract funding supports: <ul style="list-style-type: none">• X1 FTE post to support carers and arrange/coordinate activities and grants• Grant/ respite fund	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">• Carers are more informed and skilled to take on their caring role• Carers have access to a range of quality, flexible and responsive respite, activities or social support• Carers have access to a dedicated point of contact who can support them through initial diagnosis or crisis
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Summary of carers supported from April 2016 to date
<u>2016/17:</u> <ul style="list-style-type: none">➤ 133 new referrals received➤ 133 carers given information, advice and signposted➤ 45 carers receiving crisis support (6 week period)➤ 110 carers accessed respite/ activities/ groups support
<u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ 50 new referrals received➤ 50 carers given information, advice and signposted➤ 17 carers receiving crisis support (6 week period)➤ 45 carers accessed respite/ activities/ group support (9 crisis respite)

Opportunities identified: <ul style="list-style-type: none">• Must ensure all information leaflets and carers packs contain information	Areas for Consideration:
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<p>on the rights of carers, including an offer of assessment.</p> <ul style="list-style-type: none"> • Hafal could offer and provide Carers Needs Assessments, for those who are referred from the GP and do not have an open practitioner, to streamline the support, using the What Matters approach • Greater awareness amongst professionals in promoting the carer involvement in the care planning process for the cared for • Maximise social opportunities, working with NEWCIS and what's available within the carer's local community, ensuring working carers have access too. • More cost effective approach to providing counselling to carers – possibility centralising this service to achieve economies of scale? 	<ul style="list-style-type: none"> • The respite fund has been underspent for the last 3 years, ranging from between £108 - £1,500. • There are currently multiple grant pots within Flintshire that have a similar criteria. • Increase in referrals to the services, which is resulting in an increase of information and advice being provided. • Decrease in carers receiving crisis support due to carer engagement and proportionate approach to support.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> ○ Information, advice and signposting ○ Point of contact, giving reassurance ○ One to one support ○ Access to flexible respite and grants ○ Opportunities to socialise and learn 	<p>Unmet/ growing need:</p> <ul style="list-style-type: none"> • Identification of and support for carers of people with substance misuse • Counselling support for carers • Transport can sometimes be a barrier
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Carers Emergency Card	
Provider: Red Cross	Main Contact: Wayne Brown

<p>Aims of the Service:</p> <ul style="list-style-type: none"> Promote, administer, manage and deliver the Carers Emergency Card, in partnership with Galw Gofal
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<p>What the contract funding supports:</p> <ul style="list-style-type: none"> Covers the management, coordination and administration in delivering the service. Provision of appropriate material to ensure promotion and update of the cards 	<p>Headline impacts/ outcomes achieved for carers:</p> <ul style="list-style-type: none"> Creates a sense of wellbeing in the carer that there is someone available to act on their behalf should they be unable to do so and communicate that a cared for is at risk 624 carers are registered with the service Provides an element of emergency planning for the carer and cared for
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<p>Summary of carers supported from April 2016 to date</p> <p><u>2016/17:</u></p> <ul style="list-style-type: none"> ➤ 70 new referrals received ➤ 112 no longer using the service ➤ 556 carers registered with the service <p><u>2017/18 (April to September):</u></p> <ul style="list-style-type: none"> ➤ 70 new referrals received ➤ 2 no longer using the service ➤ 624 carers registered with the service
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<p>Opportunities identified:</p> <ul style="list-style-type: none"> New proposal identified to make the service more sustainable and carer led – see proposal 	<p>Areas for Consideration:</p> <ul style="list-style-type: none"> The actual activation of the cards since the service was established is nil.
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<p>Meeting local need:</p> <ul style="list-style-type: none"> Basic emergency planning 	<p>Unmet/ growing need:</p>
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| <ul style="list-style-type: none">○ Reassurance that plans are in place should an emergency/ crisis arise | |
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REVIEW OF FLINTSHIRE CARER SERVICES

CONTRACT SUMMARY

Contract: Respite support for carers	
Provider: Crossroads North Wales	Main Contact: Alison Jones

<p>Aims of the Service:</p> <p>To give carers the opportunity to have a respite break from their caring role and to minimise the risk of carer breakdown by providing flexible, responsive, and outcome focussed respite of up to 20 hours over a 6 month period for:</p> <ul style="list-style-type: none"> • Carers of adults with a mental or physical disability. • Parent Carers of children with disabilities, long term illness or a mental health related condition. <p>The service also encourages informal carers to undertake a Carers Need Assessment to access services that may support them in their caring role.</p> <p>NB – This service provides a longer more regular respite break to those carers who care 24/7 and are unable to leave the cared for alone, something the replacement care vouchers do not allow for.</p>
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<p>What the Contract funding supports:</p> <ul style="list-style-type: none"> ○ To provide advice and information ○ To raise awareness of the needs of Carers and ensure their voice is heard both in strategic planning forums as well as individual circumstances. ○ Partnership working through membership of key groups ○ Fundraising ○ Promote the use of the Welsh Language. ○ To provide respite support to Carers directly as well as through the flexible short break scheme (voucher scheme 'Bridging the gap') ○ Work with Carers to assess needs and encourage take up of Carers assessments. 	<p>Headline impacts/ outcomes achieved for carers:</p> <ul style="list-style-type: none"> ○ Carers are physically and emotionally supported in their caring role ○ Carers have access to valued respite ○ Carers are informed of their rights and support available to them ○ Supports the well-being of both the carer and cared for
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<p>Summary of carers supported in from April 2016 to date:</p> <p><u>2016/17:</u></p> <ul style="list-style-type: none"> ➤ 35 carers accessed respite support ➤ A further 66 carers accessed respite via Bridging the Gap
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2017/18 (March to September):

- xx carers accessed respite support
- A further xx carers accessed respite via Bridging the Gap

Opportunities identified:

- Explore how we can increase the capacity within the area to provide more respite provision and manage demand.

Areas for Consideration:

- Continues to experience staff recruitment and retention issues
- Currently there are 6 staff who cover the Flintshire area and this can often mean that there is capacity issues in providing respite, resulting in respite waiting lists.

Meeting local need:

- Information and advice
- Access to carers assessment
- Access to respite
- Supported carers and the cared for to access community facilities and activities

Unmet/ growing need:

- To manage the growing demand for respite services

REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Flintshire - Carers Needs Assessment	
Provider: Flintshire Social Services	Main Contact: Janet Bellis/ Jo Taylor

Aims of the Service: <ul style="list-style-type: none">To provide statutory assessments for carers in Flintshire to support them in their caring role.

What the contract funding supports: <ul style="list-style-type: none">Staff time to undertake the assessments	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">Carers have easy access to information, advice, signposting and assessmentCarers are empowered to seek the support to enhance their wellbeing
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Summary of carers supported from April 2016 to date <u>2016/17:</u> <ul style="list-style-type: none">➤ 19 carers assessments completed <u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ Awaiting performance outturn for 2017/18
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Opportunities identified: <ul style="list-style-type: none">Promote and encourage the entitlement of carers amongst staff in Social ServicesEnsure carers are being offered an assessment, including a joint assessmentThe new what matters assessment was adopted on the 1st December 2017 offering a consistent C.N.A for carersNew carer service outcomes agreed and adopted 1st November 2017 – to be expanded across all carer servicesMulti-disciplinary carers group, with staff from Social Services, NEWCIS and specialist providers to collectively support carers in a crisis or	Areas for Consideration: <ul style="list-style-type: none">There is a new duty to review assessments on an annual basis, this needs to be part of the assessment process.Consideration should be given as to whether there should be a central service for carer assessments, in terms of Social Services undertaking assessments.
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experiencing challenges in care planning for the cared for	
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Meeting local need: <ul style="list-style-type: none">○ Offering and providing carers needs assessments to carers who have a support need,○ Work in partnership with Social Services to provide joint assessments	Unmet/ growing need: <ul style="list-style-type: none">○ Carer needs assessments for Substance misuse carers
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: Carer Grants	
Provider: Social Services	Main Contact: Janet Bellis / Jo Taylor

Aims of the Service: <ul style="list-style-type: none">To administer and fund grants for carers known to social services

What the contract funding supports: <ul style="list-style-type: none">Grants	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">Carers have access to a financial support
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Summary of carers supported from April 2016 to date <u>2016/17:</u> <ul style="list-style-type: none">7 carers have received a grant, totaling a grant spend of approximately £1,000 <u>2017/18 (March to September):</u> <ul style="list-style-type: none">0 carers have received a grant to date

Opportunities identified: <ul style="list-style-type: none">Opportunity to centralise the grant fund to make a clear single route for all carer grants, which is more efficient and provides greater oversight of grant spend	Areas for Consideration: <ul style="list-style-type: none">There is a clearly a lack of grants being administered by social services, this is down to NEWCIS provided majority of the grants to carers.It isn't cost effective for Flintshire to administer the grant scheme.
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Meeting local need: <ul style="list-style-type: none">GrantsCarers valued	Unmet/ growing need:
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REVIEW OF FLINTSHIRE CARER SERVICES 2017/18

CONTRACT SUMMARY

Contract: SPoA IAA for Carers	
Provider: Social Services	Main Contact: Sara Thelwell

Aims of the Service: The Flintshire SPoA service provides a bilingual advice, information, assessment, referral and co-ordination for adults (over 18 years of age, including their family/ carers or professional representatives) in relation to physical/ mental health, social care, voluntary sector provision and other appropriate services.

What the contract funding supports: <ul style="list-style-type: none">• Staff time	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none">○ More informed and self-caring carers○ Fast, easily accessible and up to date information and advice available to support the citizens of Flintshire.○ A more streamlined and integrated approach to providing information, advice and assessment to carers
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Summary of carers supported from April 2016 to date <u>2016/17:</u> <ul style="list-style-type: none">➤ No specific KPIs for carers <u>2017/18 (March to September):</u> <ul style="list-style-type: none">➤ Awaiting performance outturn for 2017/18 following the introduction of the new process introduced in October 2017.
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Opportunities identified: <ul style="list-style-type: none">○ Continue to develop the knowledge of the staff on carers needs and what support is available to carers.○ A new process for IAA and referral was introduced in October 2017, enabling a direct referral from SPoA into NEWCIS.	Areas for Consideration:
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Meeting local need: <ul style="list-style-type: none">○ Accessible information and advice	Unmet/ growing need:
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| ○ Signposting to appropriate services | |
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REVIEW OF FLINTSHIRE CARER SERVICES

CONTRACT SUMMARY

Contract: Marleyfield Dementia Saturday Respite	
Provider: NEWCIS & Flintshire Social Services	Main Contact: Claire Sullivan, NEWCIS – Facilitation Margaret Lovell, Marleyfield - Delivery Mark Holt, Social Service - Management

Aims of the Service: To deliver carer respite for a cared for that is living with dementia within Marleyfield Day Service on a Saturday for a period 10 weeks.
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What the Contract funding supports: <ul style="list-style-type: none"> The contract funding supports administration of the services via NEWCIS and the delivery cost of care within Marleyfield Day Service. 	Headline impacts/ outcomes achieved for carers: <ul style="list-style-type: none"> Unknown data to be collected
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<p>Summary of carers supported in from April 2016 to date</p> <p><i>Feedback has been received which indicates that the service is not receiving many new referrals, the same carers are benefitting from the service and that more choice and options are requested by carers and the cared for.</i></p> <p><i>Therefore, further exploration is required to ascertain the respite needs of carers, the performance of the current provision and what opportunities there are to develop the service.</i></p> <ul style="list-style-type: none"> Unknown data to be collected
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Opportunities identified: <ul style="list-style-type: none"> It has been identified that the resource could be widened to include more options for carers with regards to days, locations and hours the respite can be used. A new model of delivery could be looked at that is similar to Bridging the Gap or alternative models such as shared lives. 	Areas for consideration: <ul style="list-style-type: none"> Further data collection is needed on the use of the service to analysis its current cost effectiveness The current service does not fully comply with the Social Services and Wellbeing Act 2014 in terms of being personal centred and offering choice. The current service does not comply the Older Peoples Commissioners requirements for action within the More than just Memory report 2015
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<p>Meeting local need:</p> <ul style="list-style-type: none">○ There has been identified need from professional within social care for specialist support and care for people living with dementia. To ensure their carers have sufficient respite and support to continue their caring role.○ The change within social care has seen increased use of alternative models of respite within Flintshire as traditional models do not always cater for or benefit the cared for or carer.○ Potentially this service is not meeting the local needs of carers and a wider robust respite option needs to be considered.	<p>Unmet/ growing need:</p> <ul style="list-style-type: none">○ Early on-set dementia respite
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