



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Our Ref: ABUHB/TA/2024

Direct line:

Date: 24.7.2024

Rob Simkins
Head of Policy and Public Affairs
Carers Wales
Unit 5
Ynys Bridge Court
Cardiff CF15 9SS

Dear Rob Simkins

RE: Track the Act Information Request 2024

Thank you for the opportunity to respond to information in respect of 'Track the Act' 2024.

Aneurin Bevan University Health Board works in partnership with its' 5 local authorities, third sector, Llais and Carers to deliver support and services to Carers. A robust implementation structure ensures the monitoring and progress delivery against agreed milestones and a report is submitted to Welsh Government on an annual basis to reflect progress and achievements to date. In the main, our work programmes centre around the legislative requirements set by Welsh Government in relation to Carers four national priorities set out by the Welsh Government to reflect requirements of the Social Services and Wellbeing (Wales) Act 2014. Please see response to your questions below: -

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Question 1: How many unpaid carers have been given access to a Carers Needs Assessment as part of the hospital discharge process across your Local Health Board area?

Where specific discharge projects were undertaken during 2023/24, 370 carers were offered services, all of whom benefitted from an informal what matters to you conversation.

However, these figures underestimate the true picture as there are many other discharge related projects and conversations being undertaken with carers across the health Board e.g. through Johns Campaign, Health Board divisions have their own condition specific discharge information in place and large strides have been made in recent years to facilitate patient flow out of acute sites and into more appropriate settings. The Gwent Home First model provides a critical frontline service, 7 days a week, to support admission avoidance to hospital, providing a range of support and services as alternatives to admission. The Improving System Flow Programme expedites discharge safely and efficiently and step-up step-down provisions support patients to be returned home as soon as they are clinically optimised.

The complexities of coding and recording carer data remains a national challenge for Health Boards. This is exacerbated by the multitude of information technology systems and national infrastructure used across primary and secondary care. As carer information is not ordinarily recorded on Health Board systems, we continue to raise awareness of unpaid carers and encourage staff to signpost carers for support and for assessments. We also have carers posters displayed across hospital sites that encourage carer awareness, offer staff training and regularly issue intranet and social media bulletins.

Question 2: Please can you tell Carers Wales: How many new services for unpaid carers were commissioned and/or delivered by the health board in the financial year April 2023 to March 2024?

A total of 12 new services were commissioned and/delivered. In 2023/24. Welsh Government confirmed a funding allocation to Local Health Boards to work collaboratively with all partners on the national priorities in relation to unpaid carers; specifically, to supporting carers with hospital discharge. Whereas the Health Board delivers many hospital discharge projects which benefit carers as well as the wider population, we piloted several targeted initiatives across the health Board. Please see attached paper that demonstrates the six discharge



Summary hospital
discharge 6 ...

projects commissioned/delivered.

Five short breaks scheme services were also commissioned for Carers in partnership for each of the 5 Local Authorities. The Health Board also provided assistive technology to unpaid carers i.e. Hug devices i.e. a teddy device with

weighted arms and a heartbeat, which helps to reduce anxiety. 117 pupils over 3 schools engaged with the hug device as did 25 carers looking after neurodiverse children

b) How many ongoing services for unpaid carers were continued to be funded and/or delivered by the health board in the financial year April 2023 to March 2024?

We work in partnership with the 5 Local Authorities and the Third sector to support carers. Our projects are coproduced with the partnership including carers, and various funding sources are utilised to enable innovative and creative ways to deliver the national priorities. We continued to fund/deliver services utilising the Regional Integration Fund and its' associated ringfenced funding as well as specific Welsh Government short breaks funding. This funding has enabled us to continue provision for 19 services as follows: -

- Gwent Carers Hub and spoke regional model- a hub and single point of access for carers using a 'triage' model to enable timely advice, support and signposting for carers of all ages.
- Young Carers in Schools programme
- Small grants scheme to help support carers alongside their caring role
- Support for the three national carers events i.e. Carers week, Carers Day



Carers Events
Reporting Final...

and Young carers action day. See attached report.

- Carers staffing posts in each of the five Local Authorities
- Two staffing posts for the Gwent Regional Carers Partnership that enable the strategic steer and delivery of the national priorities
- Carers café model providing on-site carers support in Older Adult mental health wards across the region
- Gwent Bridging the Gap Short Breaks Model for 5 Local Authorities

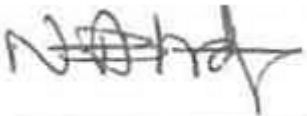
Other areas of work sustained without additional funding include continued awareness, engagement and support through carers champions, working with GP's, supporting employee carers through the staff carers forum, encouraging ward areas to become carer friendly accredited, sharing resources e.g. our young carers book, sustaining our young carers policy etc. We continue to develop associated local, regional and national deliverances i.e. integration of carers into policies and strategies, sustained representation at the Welsh Government Ministerial Advisory Group for carers, national Health Board round table, carers of diverse communities' group and condition specific areas of work such as dementia.

We are committed to the effective delivery of Welsh Government requirements in relation to carers and strong partnership working across all sectors is critical to our approach and successes. Work programmes are dependent on the various funding streams allocated and the four national priorities remain a core part of service delivery for carers. Challenges remain in planning medium to long term to develop services for carers due to the uncertainty and /or delay in releasing

Welsh Government funding which is allocated on an annual basis. This provision of funding has a direct impact on the support available for unpaid carers; without which many services would not be delivered.

We will continue to work collaboratively with Welsh Government to resolve challenges and deliver the national priorities whilst ensuring that we listen to professionals, service users and Carers and that actions are aligned and integrated into our implementation plans to drive forward service improvement. I trust this response reflects your request. However, if you require any further information, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Naheed', written over a horizontal line.

Naheed Ashraf

Regional Carers Transformation Lead

