ff

**Carers Wales**

Unit 5

Ynys Bridge Court

Cardiff, CF15 9SS

029 2081 1370

[info@carerswales.org](mailto:info@carerswales.org)

**To:** Carers Wales,

**From:** Cardiff Council Adults, Housing & Communities Directorate

**RE:** Track the Act Information Request for financial year 23/24

**Date:** 29/08/2024

***Section 1:***

1. **Please describe the standard journey of an unpaid carer in your local authority area from identification through to a Carers Needs Assessment. If this is modelled in your local authority, then please feel free to share this with us.**

Predominantly Unpaid Carers are identified by professionals who are referring them to our Carers Assessment team. Unpaid Carers can self-refer via our online portal or by contacting us via phone/email. We hold outreach events to connect with unpaid carers in the community, offering information and advice to support them in their caring role.

****

See attached file for overarching process map.

1. **In what ways can unpaid carers receive information and advice from your local authority and how many unpaid carers received information and advice through these sources?**

For the whole of our Local authority, it is not currently possible to provide an exact number of carers who received Information & Advice. There are various reasons for this, including that a carer may choose not to identify themselves as a carer to us to receive information or they are identified as part of the assessment process of the person they care for or the service area does not capture this data.

We can provide specific data from:

* Independent Living and Adult Social services - identified 1588 new unpaid carers and offered carers assessment to 1403 of them.
* Carers assessment team - engaged with 912 unpaid carers and have provided them with information & advice.
* Advice services within Housing and Communities including Into Work team and Money Advice Teams are in the process of developing their data sets. Currently we can report that the Money Advice Team supported 481 people with Carers Allowance related enquiries.
* Through various online resources we can see that 1543 visits have been made to our webpages for Unpaid Carers and social media reach across the dedicated Care’diff accounts on Facebook and X was 27,286.

1. **What carer-related training and development do staff supporting unpaid carers receive and how many staff have accessed carer-related training and development? This could include customer service, social workers/Ots, carer teams, housing teams etc.**

Our Carers Assessment team have an in-depth induction and training plan which covers areas including the Social Services and Wellbeing act, Carers needs assessments, collaborative communications, customers service skills and community services overviews to ensure they are aware of a variety of holistic support available to informal carers. We also have a variety of training available for specific conditions, such as dementia, sight and/or hearing difficulties, Parkinson’s etc, as well as directory of community services available for Unpaid Carers. Training includes shadowing different teams in both Adults Social Service and the wider Housing and communities service area.

In the financial year 23/24 our Adults Social care training team has launched a course “Collaborative Communications - Strengths based approach to meet outcomes” which enables participants to identify and put into practice the core skills and strategies of engagement and collaborative working, which includes unpaid carers. This course has been really well received and attended.

Specific carer related training has been provided by Carers Wales. This has been the Carer Aware training for Social Workers and was attended by 1 Social Workers from our local authority. The training was well received and we are looking at new options for training wider teams based on the feedback from this training.

Carer Friendly training was offered via our regionally sourced delivery partner ‘The Care Collective’ who unfortunately ceased trading in March 2024. We have been unable to get up to date data for 23/24 for the amount of staff and teams that completed any stage of the Carers Friendly accreditations during 2023/24. We are in the process of rebuilding this offer with a new 3rd sector delivery partner alongside regional colleagues for the current financial year.

1. **How many fulltime equivalent posts were available and able to undertake Carers Needs Assessments in your local authority and/or funded by your local authority?**

There were 6 full time posts funded and available, but due to considerable amount of sickness, and some people leaving the local authority some posts were not filled through the year. 3 staff members were available all through the year, 2 staff members were only part of the year and 1 post was not filled.

1. **How many Carers Needs Assessments have been undertaken in your local authority area? Please define the total number of Carers Needs Assessments**

**and how many were stand alone and how many were part of a combined disability needs assessment.**

We have completed 481 standalone Carers Needs Assessments, 4 had combined disability needs assessments and 136 Unpaid carers had wellbeing assessment.

1. **On average, how long did a Carers Needs Assessment take in your local authority, from referral to when carers are informed of the outcome of their assessment?**

On average it took 100 days from referral to allocation to a staff member and 18 days to complete assessment with outcomes actioned, so in total 118 days.

*We would like to highlight that high priority cases were allocated within 7 days, this might be due to high carers stress, hospital admission or change in circumstances.*

In recent months there has been a substantial amount of time invested into the development of our carers assessment team and the local authorities offer to support informal carers. One element of this project was a full review of our carers assessment process, in collaboration with our unpaid carer’s forum. Results have shown a decrease in the number of people awaiting a carers assessment and a decrease in the time spent to complete assessments.

1. **Within the relevant 2023-24 budgets, how many Carers Needs Assessments could be theoretically delivered each calendar year in your local authority area? (We understand this may be an estimate)**

With full complement of staff, we estimate that there could be around 750 carers needs assessments completed.

1. **How many unpaid carers were in receipt of a support package or direct payments? If possible, please split between where a carer has been included as part of a disabled person’s support package and where a carer gets support in their own right.**

The number of adult carers with a care and support plan, where the individual receiving care and support also has responsibilities as a carer that is supported in the plan are 46.

Unfortunately, it would be very difficult to identify with any accuracy figures for carers which have been included as part of disabled person’s support package. This is due to the way data is recorded on our systems.

1. **What is the cost of an average support package or direct payment over a financial year for an unpaid carer?**

We are unable to provide these figures at the current time, due to how data is currently recorded on our systems. To retrieve this data we would require manual process and would need to interrogate each unpaid carer and cared for person records on our systems.

***Section 2:***

1. **What new services for unpaid carers were commissioned and delivered by the local authority in the financial year April 2023 to March 2024?**
2. Dedicated Unpaid Carers Project Manager was employed to bring together all workstreams related to Unpaid carers in directorate.
3. “Care’Diff” support groups 4x a month in different Hub’s across the city.
4. “Hubs for All” service which provides person centred support, light refreshments and low impact, mental and physical stimulation activities, so unpaid carer can have a break. It’s a community-based day service for adults over 60 with a need for care and residents can self-refer.
5. “Sitting service” pilot project where an Unpaid Carer can take one-off break of 2-6 hours from caring to get something important to them done i.e. attend an appointment or event or just enjoy some time on their own.
6. Llys Enfys respite flat scheme.
7. Micro-enterprise model provision, supporting local people to set up their own small enterprises offering care and support to other local people.
8. Social services training team has opened all training courses for employed carers, personal assistants and micro-enterprises to Unpaid carers.
9. **What ongoing services for unpaid carers continued to be funded and delivered by the local authority in the financial year April 2023 to March 2024?**

Many services are funded regionally through the regional partnership board in line with the social services and wellbeing act, for example Regional Short Breaks programmes and Carer Friendly/Young Carers in Schools accreditations schemes.

**Please provide examples and how these have supported unpaid carers so we can share good practice.**

Hubs For All is a new care and wellbeing service in the community to support vulnerable adults who need a bit of extra help due to: age related illness, social isolation and early stages of dementia. The Hub’s for All project has been a successful model from soft launch in Q2 with 1 location to expanding the services to 3 locations 3 days a week (10am-4pm). A 4th location and the introduction of a weekend session launched in 24/25 also we moved to self-referral model rather than via professionals.

The data below shows the number of people supported through HUB’s for all in 23/24

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Aug** | **Sep** | **Q2** | **Oct** | **Nov** | **Dec** | **Q3** | **Jan** |  | **Feb** | **Mar** | **Q4** | **YTD** |
| 21 | 47 | 68 | 81 | 97 | 114 | 292 | 114 |  | 116 | 124 | 354 | **714** |

***Case Study:***   
A gentleman affected by dementia began accessing the service with his wife who is his carer. She was unable to leave him initially and he would follow her around the Hub. The team introduced a wellbeing room where unpaid carers can decompress as well as helping the person they look after get used to them not being in the same

room. Through building up the time she spent in the wellbeing room it has now become possible for her to leave the Hub and really get the benefit of taking some time for herself.

***Sitting service feedback***

Mum doesn’t get carers yet so having the sitting service to sit with her while I was at work was a relief as she is starting to get more confused and she enjoyed the company.

***Section 3:***

**There is currently a gap between the aspirations of the Social Services and Wellbeing Act regarding unpaid carers receiving information, advice and support and the reality of carers receiving this. We understand that this is due to a variety of reasons. How do you think the gap could be closed and more specifically, what would help your local authority to do this?**

* Enable local authorities to have sufficient and sustainable funding to enable them to fulfil their duties to carers.
* National awareness campaigns to encourage the self-identification of unpaid carers to recognise their role in reducing the demand on local authorities and making them aware of their rights and how to access the information they need to support them in their role.
* Sharing of best practice across organisations to ensure local authorities are continuously developing services to meet the changing needs of unpaid carers.
* Current health, social care and 3rd sector communication and data sharing can be fragmented which often leads to unpaid carers receiving support from multiple organisations, meaning they can be repeatedly providing the same information to different services. Building stronger partnership working with regular forums and updates would improve this.

*Claire Gilhooly*

*Independent Living Services Manager*