

Track the Act Information Request – Carers Wales

Submission by 01st September 2024

Authority: Pembrokeshire

Please can you provide the following information for the 2023/24 financial year:

Section 1:

Please can you tell Carers Wales:

- a) 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.

Following identification of an unpaid carer the first point of contact is via our commissioned carers service, Pembrokeshire Carers Information and Support Service (PCISS), referenced in part b.

A member of staff in their outreach team will carry out an initial assessment with the unpaid carer, information will be shared advising the available support and information e.g. carers recognition card (access to discounts and offers); carers emergency card; short breaks; carers grant etc.

Depending on the carer's situation this might then lead onto a discussion about the Carers Needs Assessment (CNA) and what this is likely to involve for the carer. The Carers Wales Assessment guide should be shared in order to prepare the carer for their visit from a social worker or assessor.

If the carer is struggling or at crisis point, while waiting for their CNA, the carers service is able to offer 3hrs per week replacement care.

- b) 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?

Unpaid carers can access a wide variety of information and advice via various sources within Pembrokeshire. The main information service for unpaid carers is the 'Pembrokeshire Carers Information and Support Service' (PCISS) provided in 2023 / 2024 by Adferiad. At the end of Quarter 4 there were 4892 carers registered with the service.

Young Carers up to the age of 25, can access advice and support from the Young Carers Service, provided by Action for Children.

There are a number of other resources and organisations which can be accessed by unpaid carers which can provide information and signposting including:

- Pembrokeshire Community Hub – The point of contact for advice, guidance, information and signposting for community based support and connections
<https://pembrokeshirecommunityhub.org.uk/>
- Age Cymru Dyfed
- Mind Pembrokeshire
- PACTO – Transport for carers
- Pembrokeshire Association of Voluntary Services (PAVS)
- Carers Support West Wales <https://carerssupportwestwales.org/>

It is difficult to provide an exact figure for the period showing how many unpaid carers received information due to the number of organisations and not all being commissioned via the local authority, however we are aware via PCISS of the following:

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Support Requested	Total 2023 / 2024
Information pack requested	511
Total information packs sent	511
Carer's Gazette requested	181
Carers Recognition Card requested	515
Carers Emergency Card requested	31
Outreach appointment requested	672

Additionally Carers Support West Wales, which is the Single Point of Contact (SPOC) in the region for advice and support, received 47,691 website hits in 2023 /2024 and 123,080 Social Media Impressions (the number of times content is displayed).

- c) 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.

External Providers will have their own programme of work and training for staff as well as access to the Social Care Workforce Development plan and Investors in Carers Programme. Internally Staff within the Local Authority can access:

- Carer aware e-learning – via Pembrokeshire County Council learning & development team (POD)
- Carers Wales Carer Aware training for Social Workers
- Dementia aware
- Social Care Workforce Development Programme (SCWDP)
- Employers for Carers (EFC) – Digital Platform
- Investors in Carers (IiC) – More teams within the authority are signing up for this award

- d) 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 are no specific post dedicated to undertaking carers assessments, currently all staff within the operational teams have the autonomy and skills to undertake any carer assessment required.

- e) 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.

For 2023 / 2024 a total of 546 Assessments completed for 538 clients, 327 of these were where the Carer was assessed as an individual (own assessment document), 219 were assessed alongside the person that they care for (shared assessment document).

There were 55 young carer's needs assessments undertaken.

- f) 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?

For 2023 / 2024, 120.2 calendar days for Adult Carers Assessments and 136.3 calendar days for Assessments where the Adult Carer and the person they care for were assessed together. This is from receipt of the referral to assessment completion, i.e. referral start to assessment form completion.

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- g) 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)

We are unable to estimate how many carers needs assessments could be undertaken within the budgets allocated, this is due in part due to the unknown nature of the assessments and potential varying complexity, meaning some may require more resource / time allocated than others.

- h) 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.

For 2023 / 2024 on 31st March 2024 there were 114 Adult Carers with a Carer's Support Plan. In addition 17 Adult Carers with a Carer's Support Plan had responsibilities as a carer and their own care and support needs.

It should be noted that where the service is delivered to the person the carer supports e.g. residential respite, then the service is recorded against the cared for person and is not included in the data provided in response to this question.

- i) What is the cost of an average support package or direct payment over a financial year for an unpaid carer?

Average Yearly Cost Per Year Per Carer (Direct Payments)
£9,997.20

Section 2:

Please can you tell Carers Wales:

- a) What new services for unpaid carers were commissioned and delivered by the local authority in the financial year April 2023 to March 2024?

There is a wide range of support available to unpaid carers in Pembrokeshire, new services in 2023 / 2024 include:

- Connecting Realities – Introduced to provide unpaid carers with a break from their caring role using virtual reality technology
- Respite Booking Pilot – 2 x respite beds commissioned and made available to older adults. To support providers to make the beds available and specifically for respite any unused nights were paid by the Authority at an agreed rate
- Timeout for Carers Grants – Community based projects offering short breaks to unpaid carers in a variety of forms, e.g. gardening, walking

- b) 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?

There are a number of ongoing services funded and delivered by the Authority, during 2023 /2024 these included:

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- Passport to Leisure – 6 month free access for unpaid carers to leisure facilities in Pembrokeshire
- Scolton Manor Park – Victorian country house & park – free annual parking pass for unpaid carers
- Pembrokeshire Carers Information and support service (PCISS) – Providing information, support and signposting unpaid carers alongside a carers recognition and emergency card
- Carers Grants – A grant of up to £300.00 to help support carers purchase essential items, maximise income or enable a break from the caring role
- Hospital Discharge Grant – Up to £1200.00 per household to enable unpaid carers to support individuals return home as soon as they are medically fit to do so
- Time Out for Carers – Community based projects offering short breaks to unpaid carers in a variety of forms, e.g. gardening, walking
- Young Carers Services
- Carers Groups
- Carers Emergency Card
- Carers Recognition Card

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

Examples :-

Passport to Leisure

6 months free membership across Pembrokeshire Leisure Centres – linked to the carers recognition/ID card

From feedback we have gathered it shows that the Passport to Leisure Scheme is having a positive impact on carers lives, providing opportunity for a valuable break which enables individuals to maintain their caring role.

“I get very stressed and to be able to unwind is fantastic. I also only am able to work part time, and while not eligible for benefits I couldn't afford this if it wasn't provided. Sometimes I can't use it due to time etc., but having the option is brilliant thank you PCC - it's one of the best things you offer!!”

“Having this membership has really helped me, it's nice having something we can do together (Swimming) but also I find it great as an escape from my caring role when I go alone, having this membership is really positive for me”

Carers Grants

Up to £300 grant to support a carer in their caring role.

“You can't put a score on it! It has been invaluable! For example, today, the machine has already been on 3 times! We couldn't afford to replace the washing machine. I had to give up my job to look after our daughter. When our washing machine stopped working we didn't have the ready money available to buy a new machine”

“After many years of struggling to look after my husband with no support. It was nice to meet someone at our carers group who could help us. I was told about this grant and given the opportunity of applying for something to help me for a change. My friend looked after my husband while I had this wonderful Spa Package for 2 hours”

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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?

In Pembrokeshire and as a West Wales Region we aim to engage with unpaid carers wherever possible, we use a variety of communication and engagement methods. To support the unpaid carer work programme we have two contracts and commissioning management officers who support unpaid carers and carer's breaks. Work is planned and services developed based on the feedback views and ideas of unpaid carers.