

Eich cyf / Your ref:

Gofynner am / Please ask for:

Avril Bracey

Fy nghyf / My ref:

Llinell Uniongyrchol / Direct Line:

01267 242476

Dyddiad / Date: 3rd September, 2024

E-bost / E-mail:

ABracey@carmarthenshire.gov.uk

Carers Wales
Unit 5
Ynys Bridge Court
Cardiff
CF15 9SS

Dear Mr Simkins

Track the Act information

Thank you for your recent letter. I have set below the information that you have requested from my local authority. For ease of reference, I have placed my authority's answer under each of your respective questions.

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.**

The local authority uses its wholly owned local authority trading company Lleisant Delta Well-being as its information, advice, and assistance service. The vast majority of referrals for carers assessments come through Delta. Delta accepts referrals from the person themselves, friends and family, professionals like health staff, 3rd sector, social prescribers and care providers. Delta staff have received carers training and if they can meet some or all of the carers support needs through information, advice, and assistance they will do so. Where they cannot meet all of the carers needs through information, advice and assistance, the carer will be referred to the relevant local authority social work team to undertake a carers assessment.

In addition to this process, often social work teams undertaking assessments of individuals with care and support needs may identify carers who do not initially identify themselves as carers and therefore social work staff in each team may offer and undertake carers assessments through this work.

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



BUDDSODD WYR | INVESTORS
MEWN POBL | IN PEOPLE

Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English

In addition, as part of intermediate care multi-disciplinary working with health board colleagues as part of hospital discharge process carers assessment will be offered to individuals intending to care for others.

Further, some social work teams have regular GP Multi-disciplinary team meetings and the social work professional attending those meetings will accept referrals for carers assessment directly from the GP surgery.

Within Child and Family Services, we have a dedicated member of staff within our early Help Team who will undertake carers assessments when requested or identified. This is in addition to the joint assessments our statutory team undertake with parents and their children and ensures that carers needs are given sufficient priority.

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?

There are lots of opportunities for carers to access information and advice in Carmarthenshire.

Community Preventative Services (CPS) are a collective of specialist third sector services that work in partnership across the county to respond to the needs of Carmarthenshire residents. Service activity begins with a wellbeing conversation where carers are supported to discuss what matters to them and their personal aspirations. Where appropriate a wellbeing plan is coproduced. The wellbeing plan ensures a coordinated approach to the steps of the journey to reach the personal outcomes of the individual including detailing onward signposting and referrals as appropriate to ensure that that carers receives information and support to maintain their independence and wellbeing alongside their caring role. Wellbeing plan activities can involve referrals to a range of other services including income maximisation, legal advice, condition specific services (e.g. dementia) or statutory services.

504 Carers accessed CPS services in 23/24.

Residents can also access information online. Carmarthenshire County Council (CCC) supports several online information sources including our CCC website, the regional Carers Support West Wales website and Connecting Carmarthenshire online platform.

Connecting Carmarthenshire provides carers with information on groups, activities, and events on offer in Carmarthenshire. In 23/24 the platform received 42,242. Whilst we are not able to specifically verify how many of those were carers, we can make an assumption that as approximately 9% of the population had a caring role in 2024, we could then estimate that 3801 visits to the platform were by an unpaid carer.

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English

In addition, whilst we have a number of community-based resources to support carers, we encourage carers to have a statutory carers assessment, and CCC has a wholly owned local authority trading company which provides information, advice, and assistance and last year it provided information, advice, and assistance to 171 carers.

- 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.**

All adult social work teams within the local authority have either obtained or are obtaining either their bronze or silver investors in carers award run through Hywel Dda University Health Board. As part of that award all social work staff members have to complete an online carers e-learning module and an in-person carers awareness training from staff working within the Investors in Carers Scheme.

In addition, the local authority runs inhouse training sessions on how to complete carers assessments for all social work teams, and all new staff and social work students receive this training.

In addition, to the above training each adult social work team within Carmarthenshire has a carers lead, this carers lead highlights issues affecting carers and carers events as part of team meetings, there are also carers notice boards within the teams to highlight to staff guidance and information related to carers and carers leads are responsible for keeping these boards up to date.

Further the local authority has a specific section within its social work manual called 'Just Asc' which contains a specific section on carers including documents produced by Carers Wales e.g. Good Practice Principles and Tips for Social Workers.

Within Child and Family Services, we have provided training to staff in our Assessment Teams and our Children's Central Referral Team in respect of carers. They manage referrals into the service to ensure they get to the right place at the right time.

- 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?**

231 (230.95 to be precise)

- 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.**

Total number of Carers Needs Assessments that have been undertaken in 2023/24 = 1151

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English

- Standalone assessments = 592
- Combined disability needs assessment = 510
- Children Services = 49

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 an assessment of a carer of an adult person with care and support needs the average number of days between referral and completion date of assessment = 75 for those undertaken by adult social services and 10 for those undertaken by children's services.

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)**

1102 – As we believe that we are working at capacity and would be unable to complete any more carers assessments than what we have done in 2023/24

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.**

548 received a support package – All as part of a disabled person's support package. In addition, 88 carers received a direct payment in their own right.

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

The cost of an average support package in 2023/24 was - **£7,807.31**.

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?**

During 23/24 we piloted a number of new initiatives to support carers to maintain their independence and wellbeing alongside their caring role.

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



BUDDSODDWR | **INVESTORS**
MEWN POBL | **IN PEOPLE**

Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English

Income Maximisation: We developed the service to deliver a two-pronged approach, with the intention of establishing a service model that not only responded to the initial crisis but also had a preventative approach, to empower carers with competency and confidence to view their financial futures with increased hope. This activity reflected on the Cost-of-Living Crisis and the prevalence of carers who continued to struggle to manage their budgets despite being financially maximised.

INNOVATIVE SUPPORT

Virtual Breaks for Carers

We worked with Age Cymru Dyfed to provide opportunities for carers to have a break from their caring role through use of Virtual Reality headsets. Though we were not sure how carers would respond to this offer at the commencement of service, we were pleased to see excellent feedback and evidence that this innovative project was both useful and used. Virtual Breaks provided an opportunity for carers who were unable or who felt unable to access traditional services. Carers had the opportunity to try something new, to experience something they had not done before, and through the content could revisit memories from their past or explore new things that they had been able to do previously. Sleigh rides in the snow and riding camels across the desert were popular choices.

SOCIAL SUPPORT

We recognised that there were lots of small, grassroots groups scattered across Carmarthenshire who provided opportunities for carers to access social activities and peer support. With support from Carmarthenshire Association of Voluntary Services, we issued a grant opportunity for grassroots groups to increase their ability to provide services to carers. This grant programme saw a wide plethora of groups respond to the needs of Carers.

PHYSICAL & EMOTIONAL HEALTH

Carmarthenshire County Council introduced a Cares Passport to Leisure project in 2023 which provided carers with 6 months free membership at LA leisure centres. This offer enabled carers to increase their physical and emotional health, with access to gyms, swimming pools and a wide range of classes. The membership also provided access to Actif Anywhere which provides a more flexible offer to carers who want to increase their fitness but who may not want to or be able to access the leisure centre in person. This was a popular offer, with 20 carers signing up within the first 3 months.

ARTS PROJECTS

Theatre Breaks

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English

The theatre breaks project enabled carers to access free theatre tickets to LA theatres across the county. Carers could choose from a wide range of shows and events. The project included a free ticket for the person the carer cared for, ensuring that they could enjoy the experience together, providing opportunity to nurture the primary relationship.

Creative Home Delivery Project

This project was an arts and health home delivery service to older people and carers living in Carmarthenshire during the autumn and winter months who feel lonely and isolated. The project utilised different art forms, improving mental health through creative activity and connections.

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

Respite

Replacement Care

Carers Exceptional Circumstance Direct Payments (CECDP). The CECDP has been a useful option to enable professionals to support carers in a swift, responsive, and flexible manner to maintain their independence and wellbeing alongside the caring role. The CECDP is often used towards the cost of a break or for goods/equipment that support the caring role.

Carers cards - the adult carer card is a card that carers can carry to alert others if they are involved in an accident or are otherwise unable to return home to maintain their caring responsibilities. The card will enable emergency services or others to contact relevant people to let them know that there is someone at home who cannot manage without support. The card also entitles individuals to access discounts from participating organisations.

Within Child and Family Services we support a 'Working Together' group of parent carers. We meet together monthly, with an independent chair to ensure their voice is represented in planning and delivery of services for disabled children. They have been instrumental in the design and delivery of short breaks via after school, evening and weekend activities.

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?

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English

Identification is consistently discussed as a barrier/challenge towards reaching our aspirations of support for carers. This takes multiple forms, including professionals' ability to recognise caring relationships and to take subsequent action, individuals' ability to see themselves as carers and to recognise that as such they have rights for information and support, and the general public's awareness of unpaid care.

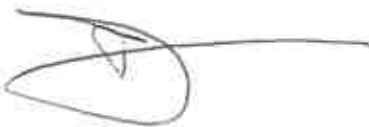
Whilst we see a flurry of activity in terms of communication and awareness raising in June for Carers Week and November for Carers Rights Day, we feel more is needed in-between, with a range of styles and formats to help more carers identify their caring relationship and to reach out for support that may help them to maintain their independence and wellbeing alongside the caring role.

Third Sector partners have found that bespoke carer activities / services can often attract carers who already recognise their role and who are already connected with services. For those who do not see themselves as carers, these people are often reached through open community activities. These opportunities then provide potential to begin discussions around their caring role and possible suitable support options.

Partners have also shared concerns that carers often do not know what support they want to access. Good quality wellbeing conversations are critical. In Carmarthenshire, preventative service partners have collaborated to develop tools and resources for effective planning discussions with citizens. This is an area we continue to evolve and develop.

It would be helpful for local authorities to receive a suite of Welsh resources that all LA areas could use to increase awareness of unpaid care, particularly videos and tools that are targeted towards different ages, genders, cultures, languages etc. These tools could then be used by all delivery partners through the course of their activities.

Yours sincerely,



Kelvin Barlow
Senior Manager Complex Needs and Transition

on behalf of Avril Bracey, Head of Adult Social Care

Avril Bracey

Pennaeth Gofal Cymdeithasol i Oedolion, Yr Adran Cymunedau,
3 Heol Spilman, Caerfyrddin, Sir Gaerfyrddin SA31 1LE

Head of Adult Social Care, Department for Communities,
3 Spilman Street, Carmarthen, Carmarthenshire SA31 1LE



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Mae croeso i chi gysylltu â mi yn y Gymraeg neu'r Saesneg

You are welcome to contact me in Welsh or English