

Application to the West Wales Partnership Board Integrated Care Fund

Carmarthenshire Carers Outreach Service 3CA2

Description of the scheme (120 words)

To extend the capacity of the Carers Outreach Service delivered by the Carers Information Service at Carers Trust Sir Gâr to provide information, advice and support to carers in Carmarthenshire.

The scheme will employ 3 FTE Carers Outreach Workers to increase the capacity of our Carers Outreach Service which currently employs 1.8 FTE workers. The scheme will include a hospital based Carers Outreach Worker to work alongside the TOCALS teams within Prince Philip and Glangwili Hospitals to ensure that carers have timely information and are offered a follow-up appointment and proportionate assessment to ensure that they have the right support in place to help them maintain their caring responsibilities.

Please detail how the scheme meets the ICF criteria (120 words)

The scheme will provide support to carers, and young carers looking after frail & older people, people with a learning disability and children with complex needs due to disability or illness, enabling them to continue with their caring role by providing timely and appropriate information, advice and assistance.

The funding will further develop the Carers Outreach Service, providing carers with a preventative and early intervention service to prevent or delay the need for ongoing care and support from partners in statutory services. This support will improve the wellbeing of carers by increasing their resilience, thus enabling them, and those they care for, to live fulfilled and independent lives for as long as possible.

What are the outcomes/benefits for the service user? (100 words)

The outcomes/benefits for carers include:

- Improved access to timely and appropriate information, advice & support to reduce the impact of caring on their own lives
- Proportionate assessment to enable carers to receive the help that they need
- Increased awareness of the support available (e.g. assistive technology, Third Sector support services)
- Increased resilience through the development of peer support networks to ensure that carers feel supported to continue caring for as long as they choose
- Improved physical & mental health and wellbeing of the carer

What are the outcomes/benefits for the service provider? (100 words)

The outcomes for the service provider and statutory partners include:

- Increased recognition of carers as equal partners in the provision of care & support and assisting the identification of 'hidden' carers

- Increasing the outreach service capacity to meet the needs of carers at risk of crises in a timely and appropriate manner
- Providing early intervention and preventative support to prevent escalation of needs requiring statutory support services
- Reducing the probability of unnecessary admissions to hospital due to the breakdown of caring responsibilities.
- The development of a more joined up approach between partners in health, social care and the third sector.

Appendix 1.

Situation

Unpaid carers of people who need support and assistance to maintain independence and/or community living have been given greater rights under the Social Services and Well-being Act (Wales). All carers are now entitled to assessment as the criteria of 'regular and substantial care' has been lifted. The assessment can be proportional to the degree of caring provided.

The ICF funded Information and Assessment Officer (for carers) role will increase the knowledge and understanding of carers and the impact of caring within social care teams, thus we anticipate that this will result in a marked increase in referrals to the Carers Information Service.

Through our work with carers, we have identified that too frequently individuals are declared 'medically fit' for discharge and are transferred home from hospital without the arrangement of social care support. We believe that this contributes to the number of emergency readmissions as carers may not feel able to manage the care and support needs of the patient. Our project proposes to embed a hospital based Carers Outreach Worker within the TOCALS team to ensure that carers are provided with timely information, advice and support and are offered a follow-up appointment within a few days of discharge to identify and potentially resolve any issues.

Background

The UK's previous 3 Acts to support carers have been amalgamated into the new Act whilst the Carers Measure (Wales) has been repealed. Historically, carers have experienced a mixed approach and attitude from health and social care staff with some carers reporting great satisfaction whilst others have experienced somewhat less recognition and little assistance or support.

Assessment

Now that all carers are entitled to assessment (albeit proportional) there will be an associated upturn in demand. We are aware that not all carers want or even need any support and will decline the offer of assessment. However, if we only consider the 'higher end' carers, a group closer to 10,000 in number who provide up to or over 50 hours of care per week then we have to accept that our current operational caseload of carers only constitutes approximately 10% of this number.

Since June 2015 a service commissioned by Hywel Dda University Health Board from Carers Trust Sir Gâr provides information outreach and informal assessment of carers. It is integral to the jointly commissioned Carers Information Service. Commissioned to respond to the increased demand generated by the Carers Measure and the activities of the Investors in Carers programme the service has developed strategically to offer triage of carers alongside its core activity of information giving and signposting. This model reflects the 'Team around the Family' approach employed by Children Services.

Utilising the Carers Outcomes Star the service determines over a 6-week interface the extent of stress experienced by the carer and should this exceed the acceptable threshold (as evidenced by the Outcome Star) the carer is referred for formal assessment from the department. During 2016/17 320 carers were referred to the service by GP surgeries. Of these, following triage and informal assessment, only 12 were referred to social care for a formal assessment. The remainder were satisfied with the level of service provided and know that they can contact for further assistance should the need materialise. The trend continues with the outreach service at full capacity at present.

Recommendation

That the ICF funds the extension of the current provision of the Carers Information Service and replicates the initiative taken by Health to engage outreach workers that can absorb the increased demand and are effective at meeting the needs of unpaid carers through low level intervention. This will effectively manage demand and be wholly compliant with the Act.

Evidence to support the application for further outreach provision within the Carers Information Service.

Table 1. Source of referrals to the Carers Information Service

Source of referrals to the service 2016/2017	Number of referrals
Department for Communities	32
Health service – predominantly primary care	320
Voluntary sector	64
Self-referral	162
Other	134
Total	729

The above illustrates the quantity of referrals generated by health during the year. It also tells us that our own teams are less active in making referrals: this could be due to teams managing carers' needs themselves, through information, assessment and support or, more worryingly, that carers are not being recognised. However, of the 'self' and 'other' referrals – 296 combined – we can assume that these were likely attributable to the promotion of carers rights, the presence in the community at events and through newsletters and publicity materials all of which are by commissioned and supported the Department for Communities.

Table 2. Breakdown of referrals made to other services

Service	Number of carers
Age Cymru (National)	2
Age Cymru Sir Gâr	76
Alzheimer's Society Sir Gâr	68
Arts Gofal Celf	10
Bladder & Bowel Foundation	4
British Lung Foundation	5
British Red Cross	43
Burry Port Dementia Carers Support Group	10
CALL Helpline	9
Care & Repair	29
Careline - CCC	16
Carers Club - WWAMH	47
Carers Trust	3
Carers Trust Crossroads Sir Gâr	13
CarersSmart	2
Carmarthenshire Adult Autism Advice	5
Carmarthenshire Carers Forum	16
Carmarthenshire County Council	13
Carmarthenshire People First	1
Catch Up	11
Community Health Council	7
Country Cars	2
DDAS	2
Diverse Cymru	10
Eiriol	57
EPP Cymru	70
Families Together Project (CBSA)	1
Hafal	39
Hafan Cymru	1
HAIPAC	11
Huts	11
Kidwelly Hub	1
Links	16
Local Energy Action	1
Llanelli CIS Support Group	47
Macmillan	17
Marie Curie	3
Mencap FAS	26
Men's Sheds	9
Mind - Carmarthen	4
Mind - Llanelli	13
Money Advice Service	2
NEST	3
New Law Solicitors	56
Old Mill Foundation	3
RVS	1

Samaritans	2
Silver Line	2
SNAP Cymru	6
Stress Control	10
Stroke Association	15
Taf QT Club	1
Telecare	3
Tŷ Golau	23
U3A	2
Young Carers Service	1
Ystradowen Carers Group	2
Total	863

Table 3. Carers Outreach Service

Performance Measures for outreach service	
Total number of new carers	297
Total number of carers	620
Total number of outreach visits	319
Total number of hours spent on outreach	322
Total number of telephone contacts	950
Total number of hours telephone support	185

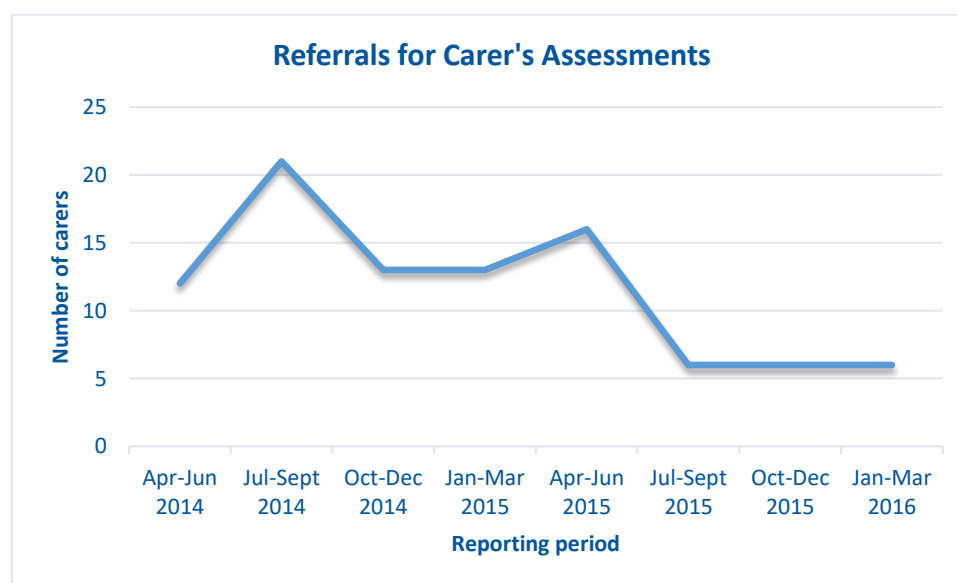


Figure 1. Number of carers referred to social care for carers needs assessment

Added value:

Carers Grants: As a network member of Carers Trust (UK), we regularly apply for grant funding for individual carers through their Carers Trust Grants. During 2016/17

we were awarded £12,188 to assist carers in Carmarthenshire to fund essential equipment and short breaks.

Carers Educational Years (CEY) Project: The CEY Project provides 1:1 and peer support to young carers aged 5-16 years, working closely with statutory services including the local authority's Young Carers Service and Team Around the Family to provide a joined-up approach to families. The project is funded by BBC Children in Need up to September 2020 and aims to provide a preventative support service to enable young carers to reach their full potential.

Young Adult Carers (YAC) Project: Carers Trust Sir Gâr established the YAC Project in 2015 following funding from Carers Trust's Co-operative's Charity of the Year Grant. The YAC Project provides 1:1 and peer support to carers aged 16-25 years to ease the transition from young to adult carers services and has supported over 120 young adult carers during the first two years of the project. We have been fortunate to receive funding from the Waterloo and Sobell Foundations to sustain the project for the next 3 years.

Case Study:

Referral received from GP surgery, via Investors in Carers for a couple who co-care and live in a rural area. Their health has deteriorated significantly over the last few years and this has had a big impact on them both. They both have multiple health problems: physical and mental and feel very isolated, although they do love their home and would not want to move. They do not have any family support as they all live away. They have some neighbours who have helped them, but they have their own commitments. When they contacted the service, they wanted general information and financial advice.

They were sent an information pack that included Age Cymru's booklet and Catch Up's leaflet for benefit advice. During a carers outreach appointment, our worker could discuss with them their caring roles and their own health issues. They both have poor sleep and depression alongside mobility problems. They are both in pain with poor health but did not want support from statutory services. They had been in contact with CAB and Catch Up due to Mr X's PIP claim – he had been refused the mobility component which had affected their finances, this was a great worry for them as their finances are poor. They had been relying on this for transport: there is only one bus a week from their village and so they are dependent on using their car to get shopping and get out and about. They do not cope very well with busy areas or noise and have become quite reclusive.

They were informed by the Carers Outreach Worker of the recently established Llandovery Carers Support Group. She noticed during the visit that their home was very cold as they do not have any central heating. They were informed of the NEST scheme, but they did not think they would qualify – a referral was made to check their eligibility. They were also provided with information on the EPP Looking After Me carers course and the Stress Control/Activate courses, Mind's services and Hafal's carers groups, due to them both having depression and anxiety. I explained

about the Carer's Trust grants and the Social Services Carer's Assessment and left information for them to think about these.

The Carers Outreach Worker returned for a second visit as the couple had identified they need a new mattress - at that time they often slept downstairs on the sofa resulting in poor quality sleep. A Carers Trust 'Essentials Equipment' grant application for a new mattress was successful and the couple reported that their wellbeing had improved significantly since they had contacted the service.

Appendix 2.

CARERS TRUST CROSSROADS CARE SIR GÂR

Costings for additional Outreach Services
1 x Outreach Worker/Team Manager Full time
2 x Outreach Workers Full Time

Direct Add-ons

Salaries	£69,264
Holiday Pay	£0
Employer NI	£5542
Sick Pay	£0
Pension	£2,770
Travel	£4,680

Indirect Add-ons

Management/Supervision/Training	£3,512
Admin support	£2,108
Office accommodation & costs	£3,100
Telephone & IT	£600
Photocopying	£300
Postage	£300
Newsletters	£300
Carer Information Packs	£300
Stationary	£300
Marketing & Advertising	
inc leaflets/pens/bags/pull ups	£350
Translation	£0

Total	£93,076
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Alison Harries

CEO

05.02.2018