



**A HEALTHIER WEST WALES:
West Wales Carers Development Group
Annual Report
2018-19**



CONTENTS

Foreword by Chair of West Wales Care Partnership.....	3
1. Introduction.....	4
2. The Needs of Carers in West Wales.....	4
3. Key Developments & Progress – 2018/19.....	5
4. Supporting life alongside caring.....	5
Joint commissioning of respite services.....	5
Learning & development opportunities for carers.....	6
5. Identifying and recognising Carers.....	8
Investors in Carers scheme (IiC).....	8
Service improvement and integration.....	10
Young Carers and Young Adult Carers.....	12
6. Providing information, advice and assistance.....	13
7. Carers Respite Grant Projects.....	14
8. Priorities for 2019/20.....	18
9. Conclusion.....	18

Foreword by Chair of West Wales Care Partnership

As the chair of the West Wales Regional Partnership Board I am pleased to present the annual report on the Carers Delivery plan for 2018/19. This annual report provides a summary of how health, local authorities and the third sector are working in partnership to support carers under the Act by:

- Strengthening the partnership approach at a local level;
- Creating opportunities to enable the third sector to fully participate in the delivery of services for Carers;
- Working collaboratively to use short term funding as a means of testing new ways of working and embedding good practice.

Carers were identified as a key focus of the work of the Regional Partnership Board during 2018/19 and we have worked with the Carer Representatives on our Regional Partnership Board to act as a continued source of feedback and challenge. Carers are a fundamental focus within the West Wales Area Plan 2018-2023 which sets out our communities needs across West Wales and how we will work in partnership to respond to these. We are facing unprecedented changes in Health and Social Care and with an aging population the number of Carers in the region is likely to increase. The Regional Partnership Board is committed to working to deliver support for Carers in our communities in new and innovative ways, and to ensure that the needs of Carers are considered at every stage of their health and social care journey.



Councillor Jane Tremlett
Chair, West Wales Care Partnership & Carers Champion, Carmarthenshire County Council

1. Introduction

This report summarises the activity of the West Wales Carers Development Group (WWCDG) during the period 1st April 2018 – 31st March 2019. The WWCDG is a formal sub-group of the West Wales Regional Partnership Board (RPB) which includes representatives of Hywel Dda University Health Board (Health Board), the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as Third and Voluntary sector organisations, and representatives of service users and carers in West Wales.

This report provides an overview of the work which has been taken forward, utilising the funding provided by Welsh Government, to ensure that Carers priorities are embedded in Services across the region. 2018/19 reflects the third year of the Welsh Government's transition phase between the Carers Strategies (Wales) Measure 2010 and the Social Services and Well-being (Wales) Act 2014. In their budget letter dated 14th March 2018 Welsh Government set out their expectation that health, local authorities and the third sector will work in partnership to support carers under the Act by:

- Supporting life alongside caring - providing opportunities for carers to have reasonable breaks from their caring role to enable them to maintain capacity to care, and to have a life beyond caring.
- Identifying and recognising carers - improving carers recognition of their role and ensuring they can access the right support.
- Providing information, advice and assistance - providing appropriate advice where and when carers need it.

The requirements above form the basis of this Carers Annual Report 2018/19 which provides evidence of progress against each of these areas.

2. The Needs of Carers in West Wales

The West Wales RPB published its first Population Assessment for West Wales in April 2017, and following this has developed the West Wales Area Plan 2018-2023. A significant amount of information about the needs of the population was gathered through direct citizen engagement. This was further enhanced with the data and outcomes collected during the Carers' Measure work across the region in order to develop a profile of Carers' across West Wales.

The 2011 Census identified that within the West Wales population of 348,000, there is approximately 47,000 Carers. Around 9,000 Carers have been identified either through GPs or Social Services, which demonstrates that many Carers are being identified as a result of their own health or care needs. In addition, over 400 Young Carers are currently being supported in West Wales; these are young people under the age of 18 years old who are caring for siblings and parents.

The West Wales Carers Development Group has continued the work started under the Carers Measure and reports to the West Wales Regional Partnership Board, ensuring that Regional priorities as defined in the West Wales Area Plan are implemented.

3. Key Developments & Progress – 2018/19

The WWCDG established a delivery plan for 2018/19 detailing the activity to be taken forward throughout the year. The delivery plan took account of the priority areas set by Welsh Government and the key developments and progress are summarised below, and further detail provided within subsequent sections of this report;

- Commencement of a regional Employers for Carers membership and establishment of a formal steering group to support the roll out;
- Completion of Phase 3 of the Carers Resilience and Well-being pilot in Ceredigion;
- Roll out of the new Social Care Wales national Carer Aware e-learning course;
- Development of a carers needs assessment quality assurance framework and audit tool;
- Identifying new and innovative approaches to respite services;
- Launch of the redesigned Investors in Carers scheme.

Finances available to support the delivery of the work plan during 2018/19 included: a specific Welsh Government Carers grant, Welsh Government respite grant, Integrated Care Fund resources and core resources from the health board and each local authority.

The following sections of the report provide evidence of the progress which has been made both locally and regionally to address the Welsh Government priority areas.

4. Supporting life alongside caring

Providing opportunities for Carers to have reasonable breaks from their caring role to enable them to maintain capacity to care, and to have a life beyond caring is a key priority area. To support Carers, a range of activity has been delivered as described below.

Joint commissioning of respite services

Work has been on-going throughout the year to look at opportunities for future joint commissioning activity that can provide a driver for change. Initial work identified baselines for financial and contractual commitments across the three local authorities and health board. This highlighted both similarities and differences between areas and created opportunities for further joint commissioning of carers services between Ceredigion County Council and Hywel Dda University Health Board. It has also provided the foundation for a scoping exercise to map the full range of services in order to begin to shape what a regional core offer for Carers might look like, and how this could be delivered within the context of local priorities.

An initial priority has been to focus on reviewing respite provision as a model for future joint commissioning across the region. The Refreshing Respite work involved conducting a review in partnership with University of Swansea to examine and

understand the current provision and offer across the region and the potential additional services that could be offered. It also gathered examples of good and emerging practice from elsewhere. The review involved engaging with Carers, service providers and stakeholder from across the region in reviewing services and beginning a process of co-production with them.

At the concluding workshop event (photograph below) Swansea University worked with a local poet to inspire delegates to think differently. One individual said:

“I think we should have more events where we meet carers because although I work with people with learning disability, today your (carer) stories and what you’ve got to offer are incredibly valuable.”



Learning & development opportunities for carers

A Training and Development group consisting of representatives from the four statutory organisations have completed a mapping exercise to identify what training courses were available to Carers. This included courses that would help to support them in their caring role, as well as other opportunities. This enabled organisations to share examples of good practice across the region and start to work towards creating greater parity in the opportunities for Carers across the three counties. These early conversations also identified other methods of raising awareness about Carers, for example through induction courses.

The Health Board now includes a focus on Carers and diversity and inclusion within its corporate induction programme for all new employees. As a result, since introducing the new induction programme in October 2018, 455 new staff employees across a wide range of professional groups and departments have received information about Carers, including how to identify and support Carers whether they are staff members, patients or their Carers. This has been a great opportunity to raise awareness within the Health Board and ensure employees are thinking about Carers right from day one of their employment. Local Authorities have also committed to including a section to raise awareness about Carers and to promote

the new Carer Aware e-learning on corporate induction sessions, and during Q4 Ceredigion's Carers unit reached 54 new members of staff through corporate induction sessions.

"We were able to share our experiences and coping strategies in a relaxed and confidential atmosphere"

Pembrokeshire with 34 Carers attending. Feedback from the participants indicated the positive impact this course has had on the well-being of carers.

Throughout the year a variety of specific Carer related training courses were delivered across the three counties, for example the Introduction to Looking after me (I2LAM) was delivered four times in

Skills to help me manage in the future. I will try and get out more and time to relax"

An intergenerational garden party was hosted by Ceredigion County Council and students from Coleg Ceredigion. This was a new collaboration project between the Carers Unit and Coleg Ceredigion Level 3 Health and Social Care Students, funded by a ring-fenced Social Care Workforce Development Partnership grant. The outcome was a hugely successful social event with 80 attendees, 51 Carers and 29 cared for individuals, with the students delivering a superb afternoon tea, activities and entertainment. The feedback was overwhelmingly appreciative, one Carer said;



We thoroughly enjoyed everything you organised for us, from the thoughtful gesture of a coaster and seeds to the fabulous entertainment which was unexpected and thoroughly enjoyable. The venue was excellent too, nice and bright and I liked all the touches that you had made, inside and out. Especially the draughts! That was a very unexpected touch and we took advantage.... Absolutely fabulous"

Pictured above; attendees at the Garden Party in Ceredigion.

The new Carer Aware e-learning was launched in November 2018 by Social Care Wales and the group established an access guide for all organisations across the region which was then cascaded out to staff via a number of different means. Facilitated sessions were held across the region to support individuals with limited

ICT access/skills. This was funded using the allocated grant from Social Care Wales to support the roll out of the new programme. To support the new Carer Aware e-learning, the group have also supported the commissioning of a booklet containing the content of the e-learning as an aid memoir.

Uptake of the e-learning will be monitored during 2019/20 and all frontline staff will be encouraged to complete the e-learning in the first instance.

5. Identifying and recognising Carers

Identifying and recognising Carers and ensuring they can access the right support is a continuing priority, alongside improving carers recognition of their role. To support this priority area, a number of activities have been undertaken.

Investors in Carers scheme (IiC)

During 2018 we worked collaboratively with key stakeholder organisations, carers and the IiC team to review the Investors in Carers scheme which has been recognised by Welsh Government as a best practice example. The review has resulted in the re-launch of this successful accreditation scheme on Carer Rights Day 2018. The IiC now identifies 6 themed standards across three levels of bronze, silver and gold using a Progressive Stepped process. A key achievement is making the scheme available for a wide range of health, social care, education or community settings or teams.

The IiC scheme provides a key link between each setting and county based Carers Information Services. One key aspect is encouraging Carers to identify themselves to GP practices and at 31st March 2019 a total of 7,763 Carers had registered with GP surgeries across the health board area. During the year 567 Carer referrals were made via GP surgeries.

Two GP surgeries in Pembrokeshire have gained their Silver level under the new scheme, including St David's Surgery as shown in the photograph below.



"We are delighted to have achieved our silver award. We have worked hard at looking at ways to help our carers and look for hidden carers and are grateful our work has been recognised."

Carer lead Kim Phillips, St David's Surgery, Pembrokeshire.

Settings are also encouraged to submit their evidence in Welsh and Ysgol y Strade School in Llanelli have been the first setting to do so.

'The welfare of all young people at the school is always at the forefront of our planning. We are committed to providing opportunities for all young pupils, including those facing social difficulties. The Investors in Care Bronze award has helped us identify young people that require extra support and provide them with a voice. The project has also helped us raise awareness of the difficulties young carers face along with ways in which we can further support them both academically and their wider development. I must thank Debbie for her support in preparing the evidence and to Cat for her continued work with our young carers.'

Adam Powell, Assistant Head Teacher, Ysgol Y Strade



A wide range of settings that are now engaged with the scheme including: GP surgeries, some Community Pharmacies, All Mental Health and Older Adult Mental Health teams, secondary schools, libraries, Community Inclusion for Learning Disabilities, 3rd Sector Organisations, Pre-assessment clinics, Patient Advice Liaison Services team and the Job Centre plus in Haverfordwest.

Investors In Carers - 2018/19- Key Indicators

Carer Identification & Referrals	Via Primary Care	Carers registered at GP Surgeries (March 2018/March 2019)	7508	7763
		Carer referrals from GPs for IAA (March 2018/March 2019)	762	597

liC Accreditation

			Achieved	In Progress (19/20)
Health	Primary Care	GPs bronze level	48	1
		GPs silver level	5	1
		Community Pharmacies - (B)	6	8
	Wards & Hospitals	Older Adult and Acute Mental Health Wards - (B)	5	1
		Community Hospitals & Outpatients - (B)	3	1
	Patient Information, Advice & Assistance	Pre-assessment Clinic (Withybush/Bronglais/GGH/PPH) - (B)	1	3
		Patient Advice Liaison Service (B)	0	1
		Non-Emergency Patient Transport (WAST) (B)	1	0
		DoLS team (B)	1	0
	Community Teams	S-CAMHS - (B)	4	3
		CMHT (Acute) - (B)	2	2
		CMHT (Older Adults) - (B)	4	1
		CMHT (Older Adults) - (S)	0	1
		CRHT - (B)	0	3
		PICU/Cwm seren - (B)	1	0
		Learning Disabilities - (B)	0	1
		Long term care nursing team (B)	0	1
		Amman Gwendreath Community Nursing team (B)	0	1

			Achieved	In Progress (19/20)
Council & Commissioned Services	Secondary Schools - (B)	Secondary Schools - (B)	8	6
		Secondary Schools - (S)	0	1
		Colleges - (B)	1	2
	3rd sector commissioned organisations (B)	Learning Disabilities/Community Inclusion (B)	3	1
		Pembrokeshire TAF (B)	1	0
		Workways+ (Pemb/Cere) (B)	1	1
		Jobcentre plus H'West (B)	0	1

			Achieved	In Progress (19/20)
Communities & Social Enterprise	Libraries (B) (Pemb/Carms)	Libraries (B) (Pemb/Carms)	3	6
		Norman Industries (Social Enterprise) (B)	1	0

Bronze Accreditation	100	55
Silver Accreditation	5	6



Service improvement and integration

The service improvement and integration work stream has progressed a number of key projects for Carers during 2018-19. The West Wales Employers for Carers (EfC) Umbrella Membership and Steering Group has been formally established, chaired by Ceredigion County Council with representation from the four statutory organisations. The steering group is being supported by the EfC Wales Hub Manager from Carers Wales to evaluate current policies and practices around how organisations are supporting carers within their workforce. The steering group will be considering how organisations can best utilise the resources available, for example policy advice, staff networks, staff survey and learning materials for line managers, to improve organisational support for working Carers in 2019-20. In order to maximise the benefits of the umbrella membership, a priority in 2019-20 will be to facilitate access for SME's in each local authority area.



Ceredigion has been the pacesetter for the development of a carers needs assessment quality assurance framework and audit tool. The framework has been completed and sample testing will take place during 2019-20 before further roll-out to share learning and best practice across the region.

A member of the WWCDG also participated in the Social Care Wales Task and Finish Group during the engagement and consultation arrangements to develop a national Practitioners Toolkit.

 CEREDIGION CARERS UNIT CARERS QUALITY ASSURANCE FRAMEWORK  <small>January 2019</small>		Contents 1. Introduction 1 2. Scope 2 3. Excellent Customer Service 2 4. Carer satisfaction 3 5. Local practice guidance to support staff 3 6. Extending quality in case recording 3 7. Annual Business Plan and key performance indicators 4 8. Carer Quality Assurance Management Board 4 9. Auditing 5 10. Case file audits – Carers needs assessments 5 11. Case file audits – referrals 5 12. Record of concerns 6 13. Analysis of other data 6 1. Introduction 1.1 A carer is anyone who provides unpaid care to a friend or family member due to illness, frailty, disability, mental health issue or an addiction and who cannot cope without their support. 1.2 Carers have a right to a life beyond their caring role and to do so need both effective care and support for the people they care for and effective support for themselves. 1.3 Ceredigion County Council Social Care provides information, advice and assistance in accordance with the Social Services and Well-being (Wales) Act 2014 to meet the needs of the Carers of Ceredigion. 1.4 The Carers Unit work to develop, maintain and improve support for Carers and strive every day to provide Carers with the support they need, whilst working consistently to achieve the vision of a Ceredigion community that supports Carers to have a life alongside caring. 1.5 All Ceredigion County Council staff are responsible for ensuring that the quality of support that they provide Carers with and the quality of the work undertaken to follow procedures and processes in relation to Carers is of the highest standard, meeting the requirements of Carers.
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Welsh Government identified an ongoing need to improve support for Carers when they, or the person they care for, is discharged from hospital. In response to this, the West Wales Carers Development Group developed a pilot which initially ran over a 3 month period between January and March 2019 in two community hospitals within the Hywel Dda University Health Board area, and will continue into 2019-20. The pilot was developed following a co-production workshop during autumn 2018 with key partner organisations from statutory and third sector organisations, where examples of good practice were shared and the challenges associated with existing practice across the region were discussed.

Prior to the pilot commencement, a Carers information pack was developed which included:

- GP surgery carer registration and referral form
- 'Message in a Bottle' (funded by the Lions Group in Carmarthenshire)
- Coming out of hospital fact sheet
- Emergency Card application form

Third sector partners are supporting the evaluation of the discharge pilot and this provides a mechanism for proactive support to be offered to Carers.

Regional ICF funding was secured during the year for Ceredigion County Council to deliver the third phase of the Carers Resilience & Well-Being programme. Dr Dee Gray was commissioned to pilot the delivery of a Carers Resilience and Wellbeing programme. The programme was delivered to adult Carers in employment within Ceredigion County Council and also to staff and pupils in Penglais Secondary School. In total 11 people completed the

“The programme has made me take a step back, look at the bigger picture and be kinder to myself. I feel confident that I can share what I have learned with colleagues, building a resilient community of Carers in work”.

Train the Trainer Level 1 accreditation and 6 Facilitators were accredited at Level 1.

The development of wellbeing breakfasts in school, together with design and co-produced resources, course materials, delivery and communication plans have now be completed and further programmes will be delivered during 2019-20. Best practice and learning is to be considered for 2019-20 with the view of rolling the programme out across wider communities and organisations with further ICF Bids submitted.



Pictured above: Carers Resilience and Well-being train the trainer awards Ceremony, December 2018.

Young Carers and Young Adult Carers

During 2018-19, the Young Carers and Young Adult Carers work stream identified the need to gain a better understanding of the well-being of Young Carers and what gaps exist in the support that they are currently able to access, in order to shape future services. In response to this, the WWCDG allocated resource to support the Young Carers work stream to undertake a consultation with Young Carers and Young Adult Carers across the three counties.

An on-line SNAP survey was developed comprising of a variety of questions focussing on;

- Mental Health
- Physical Health
- Time for self
- Caring role
- School / College experience

The survey was completed by 142 carers though engagement at open days, support groups, drop-in sessions and on social media, using iPads to encourage

participation. Following early analysis of the results from the survey, a number of recommendations and next steps have been identified and will be taken forward during 2019-20, These include but not limited to;

- Ensuring arrangements are in place to provide appropriate support to all Carers, regardless of age will be considered. 21 young people (14.7%) responded that they started caring before they were 8 years old.
- There is evidence that Young Carers feel that they benefit from weekends always, youth clubs and day trips, however, these all have funding implications for delivery organisations. Opportunities for innovative ways to deliver these types of services need to be explored.
- Strengthening the involvement of schools in the identification and support to Young Carers. Of the Young Carers that said school are aware of their caring role, only 35% felt that teachers were more understanding and 25% said that nothing came of it.

6. Providing information, advice and assistance

The information, advice and assistance work stream group undertook a mapping exercise which identified disparity in the information available to Carers across the region. In response, the group developed a regional approach to the provision of some key information materials and re-prints of key leaflets have been completed and are now available across the region.

One of the Carer information materials which was identified as extremely valuable was the 'Say I'm Fine and Mean it' book; one carer quoted;



"I noted from the publication you gave me "Say I'm Fine - and Mean It" there were some interesting books I would like to read. That publication in itself is priceless. How I identified with every single page. From now on that book is going in my handbag. It is a fabulous tool in itself."

During 2018-19 the work stream have also strengthened links with DEWIS and other information services, ensuring information relating to Carers across the region is relevant, up to date and accessible.

7. Carers Respite Grant Projects – Pembrokeshire

Emergency respite support

During 2019/20 Pembrokeshire developed a programme of emergency respite support to enable rapid intervention from Social Workers and other professionals to maintain Caring arrangements where there was a real risk of support breaking down. This respite support enabled time for assessment of additional support needs and maintenance of Carers support. Over 100 people benefitted from the programme in the last year.

Establishing partnerships with Leisure Services

Pembrokeshire County Council developed a number of strong partnerships with local Leisure Service providers to enable carers to access a full range of Leisure Services. These arrangements provided respite support to nearly 100 carers throughout the year.

Young Carers

Young Carers were supported with additional project support working in partnership with Action for Children, to provide additional respite support for young carers outside of term time. Further, an innovative new café called the Hatch has been developed. The Hatch is a social enterprise which provides opportunities for young people to volunteer and gain employability skills by working in a café style setting whilst also providing respite from the caring role.

“Looking after me” programme

A training programme for Carers focussed on developing skills in “Looking after me” supporting and sustaining people in their caring role. This programme has been enthusiastically supported and is leading to the design of further training for the coming year.

Development of support groups and networks

There has been a strong focus on the development of Carers Groups in Pembrokeshire throughout 2018/19. Through working with Pembrokeshire Association of Voluntary Services and providing additional developmental support, we have been able to extend the number of Carers Groups across the County. These largely self-sustaining groups provide an ongoing network of support to Carers and is supported by Carers Events and Innovation Grant funding.

Carers Respite Grant Projects – Ceredigion

Carers Wellbeing Grant Fund Pilot

In Ceredigion County Council, with an allocation through the Welsh Government Respite Grant, a new Carers Fund encouraged individual Carers and groups to consider opportunities for wellbeing, personal learning & development and short breaks. In the 5 months of the pilot 21% of applications were to develop personal interests and hobbies, 18% on therapeutic wellbeing activities, 9% to support fitness and 2% to undertake training courses.

Young Adult Carers Service

An extension to the existing Young Carers Service was commissioned with Action for Children, to meet the identified gap for 18-25 year olds in a continuum of support and at a time of transition. 7 Young Adult Carers (18-25) and 7 Transition age carers (16-18) were supported by this project during the year.

Parent Carers: UNO project

The Supported Sleepover / Day break is a partnership initiative with third sector organisations DASH & Hafal Crossroads and statutory agencies. The project is aimed at supporting children with complex needs to have a 'supported sleepover or day break' at an adapted bungalow in the county and /or other locations in the community for supported activities, to enable the Parent Carer to have a much needed break. The adapted bungalow has a sensory garden, established with the support of a 3rd sector community group. A total of 13 (6 parent carers, 4 siblings and 2 grandparents) were supported by this project during the year.

Preventions: Emergency & Contingency Support Through Age:

This project was established in response to an additional need for support, identified by the Social Services Porth Gofal Triage Team and the Carers Fund. The purpose of the fund was to support informal carers in any situation which the carer considered an emergency. Historically the only support that has been provided when a Carer was in crisis was to place the cared for in Residential Care which inevitably some carers felt was inappropriate but had no choice. The Emergency Carers fund was used to look at a more innovative way of supporting the Carer and ultimately the cared for until either longer term arrangements could be made with each party or until the crisis was resolved in the short term. 12 carers were supported by this project during the year.

Dementia Day Respite:

The Dementia Day Respite project has provided group activities to maintain carer support in transitional service changes and encourage Carer engagement in co design. Commissioned through Gofalwyr Ceredigion Carers. 16 Carers were supported by this project during the year.

Respite/Short breaks/Social Tourism/Carer Discounts:

An initial mapping exercise was undertaken to scope and explore with neighbouring authorities the reciprocal opportunities and to examine opportunities within Ceredigion to encourage a future Carer discounts scheme with local businesses. 18 Carers were engaged with throughout this exercise.

Carers Respite Grant Projects – Carmarthenshire

72-hour replacement care grant

A project to offer long term committed carers an opportunity to take a longer break. Many carers receiving replacement care at home manage with just a few hours a week. Often this is used for necessary tasks like shopping, attending to their own health and well-being or taking on other family responsibilities.

Outcomes for carers included:

- Providing them with an opportunity to have a life alongside caring thus reducing the potential of a breakdown in their caring role,
- Enable them to sustain their caring responsibilities for longer
- maintain the carer's health and well being
- reinforce the resilience of carers by providing a safety net

This is my time (TIMT) and Time for Me

These grants were only available for Carers/Parents of Adults with Learning Disabilities.

Carers Trust Crossroads Sir Gâr in partnership with the Family Adviser Service, Mencap Cymru have been fortunate to receive funding from the local authority's allocation of the Welsh Government Carers Respite Care Grant.

This is my time

The 'My Time' grant programme offers support to carers to help them with their caring role. This is in addition to any support they already are in receipt of, whilst offering the opportunity to your cared for to take part in activities they may not have had experience of before, to build skills and confidence not to also challenge by offering something that may take them out of their comfort zone.

Time for Me

This grant enabled us to offer Carers time to themselves to take time out from their caring role. We offered Carers mostly vouchers to carry out activities and interests.

Offer short breaks for the carer, either with or without the individuals they care for, based on 'a change is as good as a rest'

Outcomes for carers:

- Improved wellbeing of carer and the individuals they care for
- To reduce feelings of social isolation
- Improved mental health and reduced levels of stress & anxiety
- Support to establish peer support networks
- Increased carers' resilience
- Caring role is more sustainable.

Weekend Day Opportunities for Older People in Carmarthen and Ammanford

This project enabled Crossroads to deliver weekend day opportunities in Llys Yr Ysgol, Ammanford and St John's Court in Carmarthen.

Since we finished this service at the end of March we have been contact by both the local AMs and MPs as to the reason why because the residents had submitted a letter on how much the service was enjoyed and valued.

Outcomes:

- to provide relief to Carers
- to offer the Cared For a chance to get out of their home and meet people
- to offer activities that will provide mental and physical stimulation
- to provide person-centred care and expert monitoring of very frail and vulnerable older people
- to offer low-level support for older people at risk

Extra Replacement Care for Older People with Dementia in Hafan Glyd

Hafan Glyd is an already established centre for replacement care for areas looking after older adults with dementia, in the centre of Carmarthen town. This money enabled us to respond to the ever-changing needs of the Carers and Cared For which usually happens is a crisis. It also enabled us to provide extra activities for the service users of the day centre.

Young Carers and Young Adult Carers – Activities

For Young Adult Carers (16-25 years old).

The Respite Care Grant funded many trips for this age group including two Residentials. These were a girl only trip to Bristol where we took in some of Banksy's art work as well as a theatre day in Cardiff to watch the musical 'Wicked'. We also spent a night in a spa hotel and gave the girls much needed bonding time and relaxation. The girls said that this trip was a 'dream come true' and something they would never usually have access to.

The CEY Project (5-16 years old)

The CEY project managed to hold our first residential this year due to this grant. We took a group of 12-16 years old to an activity centre in South Wales. It was the first time that these young people had been away, and they had a great time doing a range of activities from caving, rock climbing, archery and bush craft. On this residential we found that our young people gained a lot of confidence and it was great to see them arriving looking stressed and nervous about being away, and by the end of the weekend they felt relaxed and had the biggest smiles on their faces. One parent even messaged us after

they arrived home to say the first thing their son had done when he arrived home was to look at the calendar to see when our next activity was.

7. Priorities for 2019/20

Carers and the Carers' agenda has been established a priority within the Area Plan for West Wales. The Regional Partnership Board has adopted Carers as an integral priority, particularly recognising the cross-cutting impact across all its key initiatives. In support of the prominence of this population group the RPB has appointed Sarah Jennings, the Health Board Director of Partnerships and Corporate Services, as RPB sponsor and lead for this area.

The West Wales Carers' Development Group which includes representatives from partner agencies, including Carers and working closely with third sector organisations will continue to co-ordinate the delivery of partnership actions on behalf of the Regional Partnership Board. The RPB have recently approved the Carers Delivery Plan for 2019/20 which notably;

- Addresses key requirements, gaps and improvements identified through the West Wales Population Assessment
- Responds to Ministerial priorities for supporting carers
- Aligns with other RPB priorities and reflects the strategic objectives with the Area Plan
- Complements and integrates a range of Carers' initiatives across the region
- Incorporates the views and ideas of key stakeholders captured at the regional carers planning event held in January 2019

8. Conclusion

This Carers Annual Report has provided an overview of the wide range of activity which has been on-going in West Wales to improve outcomes for Carers. The focus of the report has been on the work lead via the West Wales Carers Development Group and how the Welsh Government funding has been utilised to support this work.

Carers are a fundamental focus within the West Wales Area Plan 2018-2023 which sets out our communities needs across West Wales and how we will work in partnership to respond to these. We are facing unprecedented changes in Health and Social Care and with an aging population the number of Carers in the region is likely to increase. The Regional Partnership Board is committed to working to deliver support for Carers in our communities in new and innovative ways, and to ensure that the needs of Carers are considered at every stage of their health and social care journey.