

THIS STRATEGY IS DEVELOPED AND PRODUCED BY
THE NEWPORT CARERS STRATEGY GROUP

Newport City Council Newport Local Health Board **Carers' Strategy** **2008-2011**



SUPPORTING CARERS



**Bwrdd Iechyd Lleol
Local Health Board**
Casnewydd
Newport





Newport City Council and Newport Local Health Board recognise the invaluable role that Carers play within our community. They enable the people they care for to enjoy a quality of life and independence that would otherwise not be possible, and they provide this support free of charge.

However both organisations realise that without appropriate support there can be a cost to the Carer in terms of their own health and wellbeing. This Strategy, therefore, has been developed through partnership working to identify how best the statutory and voluntary sector can support Carers in their caring role, as well as enabling them to have a life outside of care and maintain their own health and wellbeing.

This Strategy has been written in partnership between Newport City Council and Newport Local Health Board in consultation with the Carers Strategy Group that includes Carers and Voluntary Sector representatives.

We sincerely hope that the Strategy will be used to raise the profile of Carers in Newport, and draw attention to their specific needs which so often go unnoticed. It will provide the cornerstone of future joint planning and partnership working.

The action plan which has been developed, as an outcome of the Strategy, provides the work plan which will be used to improve support and services for Carers and the means whereby we can be challenged for non compliance with the Strategy's aims and objectives.

Matthew Evans
Leader of the Council

Sue Kent
Local Health Board Chair

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1.1 Introduction

Carers provide the majority of care in our community freely. They provide help and support that might not otherwise be available. Their role can be supported by a range of services provided by the statutory, voluntary and independent sectors. Newport City Council, the Local Health Board and partner organisations recognise the value of Carers' contribution to care in our communities and are committed to working in partnership with Carers to enable them to maintain their caring role as well as their own quality of life.

In January 2000, the Welsh Assembly Government published ***The Carers Strategy Implementation Plan*** with the aim of improving the health and wellbeing of Carers and those they care for. They identified 5 main areas for action:

- Health and Social Care
- Information
- Support
- Young Carers
- Carers and Employment

The initial Newport Carers' Strategy was developed and enhanced for 2005 - 2008. It brought about more understanding of Carers and their needs and made sure that all the different sectors involved with Carers linked up with one another e.g. Carers Strategy Group.

The Newport Carers Strategy for 2008-2011 acknowledges that significant progress has been made in recent years. It aims to maintain the five key priorities above, and incorporate the priorities of the ***Re-focused Carers' Strategy for Wales, 2007*** to ensure that it focuses on issues which affect Carers.

The Re-focused Carers' Strategy for Wales, 2007 emphasises that Carers:

- are not disadvantaged as a consequence of fulfilling their caring responsibilities
- are listened to, treated with respect, and receive recognition for the important contribution they make in supporting people to sustain their independence

SECTION 1 - AN OVERVIEW

- are able to maintain as normal a life as possible outside of their caring role
- have timely access to an assessment of their own needs
- have access to services that will enable them to be properly supported
- are able to access employment, education and leisure opportunities

The Newport Carers' Strategy for 2008-2011 has been developed by Newport City Council and the Local Health Board through the multi-agency Carers' Strategy Group which includes Carer representatives and other key stakeholders such as the voluntary sector. Carers' support groups have also been consulted with.

The Newport Carers Strategy aims to -

- bring about more understanding of Carers' role and their individual needs
- make sure that the services provided to Carers by statutory, voluntary and other stakeholders are responsive to their individual needs
- encourage agencies to work together in partnership when developing and providing services to Carers
- take in to account all associated legislation and other local and national strategies, in particular the Health, Social Care and Wellbeing Strategy and National Service Framework

1.2 Who is a Carer?

Carers are people who look after family members or friends who need care, help or support and are unpaid. The Carers Act (1995) covers all Carers. This includes Carers of all ages, and relationships to the person they care for. Carers can be of any cultural, ethnic or religious background and include people who may or may not be a relative.

Carers may be:

- adults who care for other adults
- those who care for ill or disabled children under the age of 18
- young carers aged under 18 who care for a relative

The term **Carer** does not include volunteers who provide care as part of their work for a voluntary organisation, or anyone who is paid for what they do.

Many Carers live in the same house as the person they care for. Others live nearby and visit regularly. Some live a distance away and visit weekly or monthly. Some provide care for limited periods of time or as part of an informal support network. Some provide care for more than one person. Caring often impacts on the whole family, not just on one person.

Many individuals may not see themselves as Carers, but as a parent, child, wife or husband, partner, friend or neighbour. Some Carers have extra needs because they are themselves disabled or are becoming increasingly frail.

Carers' circumstances can be very different. Their needs can change a great deal over time. Carers need to be seen as individuals in their own right so their legal rights, choices and lifestyles are respected. The impact of caring on them should be recognised and taken in to account by professionals and practitioners.

1.3 How many Carers are there?

In Wales the number of people who provide unpaid care is 340,745, that is 11.7% of the population. In Newport, there are approximately 15,360 people who provide unpaid care; that is 11.2% of the population. It is estimated that in Newport 3,914 people provide 50 or more hours of unpaid care per week. (2001 Census)

1.4 What do Carers do?

The type of support Carers give will differ from one Carer to another. For example:

- a Carer who supports someone with a fluctuating mental health problem may provide emotional support, as well as assisting with managing their financial affairs
- someone caring for a person who has a long-term health condition, is disabled, or frail may provide a great deal of personal care and help them maintain their independence, or
- a child who is a Carer may take on adult responsibilities such as shopping or caring for younger siblings.

1.5 The Impact of Caring on Carers

Carers often find it difficult to maintain employment and have time for themselves and miss out on educational, recreational, leisure and social opportunities.

Carers often feel isolated, unsupported or alone. Caring for someone can be both physically exhausting and emotionally stressful. Some Carers may themselves have a stress-related illness or long-term health problem brought on by caring without adequate respite, services and support.

Carers often lack financial security because of the costs of caring and, without proper support, can have difficulties in being able to balance caring with employment. Carers may also find it difficult to find a place to live that meets their needs and the additional needs of the person they care for.

1.6 Young Carers

A Young Carer is a child or young person aged less than 18 years old, who provides practical, physical, and emotional support to someone in their family. This may be due to the person having a life-limiting illness, disability, mental illness, or drug / alcohol problems. Caring tasks can range from general household chores to full personal care.

A Young Carer assumes adult caring responsibilities while having the legal status of a child or young person.

503 Young Carers were identified in Newport through the 2001 Census. It is still likely that there are numbers of Young Carers who do not identify themselves as such or whose role is not recognised. Newport Young Carers Service is currently working with around 60-70 young people. The service has already had to prioritise those who have responsibility for caring for a parent rather than those sharing caring responsibilities for a sibling.

The Newport Carers Strategy 2005 - 2008 contained specific detail on Young Carers and the issues affecting them. A separate Young Carers Strategy is being produced for Newport from 2008 - 2011. This will identify specific actions to improve services and support for Young Carers.

The Young Carers Strategy will link to the Newport Carers Strategy.

Achievements in implementing 2005 – 2008 Newport Carers Strategy

2.1 Recognition

In Newport, many Carers have been identified and receive support from statutory, voluntary or private services. However, it is acknowledged that many more exist providing care within their local community but remain unrecognised for their contribution. While many Carers may choose to continue in this way and not wish to receive support, all Carers should be identified and given the choice in the future.

GOOD PRACTICE EXAMPLE

Carers Contact Centre Newport Market, High Street, Newport

The centre is run in partnership between Newport City Council and Gwent Association of Voluntary Organisations (GAVO). This service provides easy-to-access information and advice for Carers free of charge. It is often the key to helping people identify themselves as Carers.

2.2 Information

Information is of critical importance to Carers. A variety of forms of information have been developed that are as widely accessible as possible and relevant for Carers and the professionals who support them.

This includes a Carers' newsletter, a dedicated page on Newport City Council's Website, posters/advertisements in public buildings, shops and organisations and editorials in Newport Matters and Trading Standards Publications.

GOOD PRACTICE EXAMPLE

Carers Information Pack

A Carers Information Pack was produced in 2006 by the Carers Strategy Group. The pack covers the following matters-

- Social Care Services
- Health Issues
- Legislation

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- Benefits
- Services
- Groups and Societies
- Ending caring
- Help lines

2.3 Assessment

Assessment of Carers needs has formed an essential part of planning and providing services for individuals. The priority has been to ensure that all Carers are informed of their right to have their own needs assessed under the Carers Recognition and Services Act 1995 and the Carers and Disabled Children's Act 2000. Statistics show a rise in the take up and delivery of Carers Assessments in Newport.

GOOD PRACTICE EXAMPLE

Newport Adult Services have developed Procedural Guidance on the Unified Assessment and Care Management Process that refers to the importance of identifying Carers. This clearly outlines the approach that care managers are required to take. Completion of the Carers' perspective domain within Unified Assessment starts the process and results in, where appropriate, a full Carers Assessment.

2.3.1 Training for Carers Assessments

The development of the Unified Assessment Process (UAP) required a multi-agency approach to training staff in its use. In Newport all adult service social workers and many staff from partner agencies have been trained in UAP. This training raised staff awareness and skills around assessing Carers' needs.

GOOD PRACTICE EXAMPLE

It was recognised that there needed to be more specialist training in delivering Carers' Assessments. Carers Wales provided six training sessions to social care staff employed by Newport City Council.

2.4 Services

It has been recognised that Carers need a broad range of support and services. These need to be practical, reliable and flexible. They can take many forms: time, money, peace of mind and someone to talk to. A variety of services have been maintained and developed to support Carers.

Services for Carers were originally funded from Welsh Assembly Government (WAG) through the Carers Special Grant. From April 2006 the funding was incorporated into the Revenue Support Grant. This funding has continued to be specifically identified for Carers' support services in recognition of the vital role these services play in enabling Carers to continue to care.

Further grant funding was provided from 2006/07 specifically to support Carers' mental health. This remains direct WAG grant funding. This has funded the development of specific mental health support such as befriending and outreach services.

These services are regularly monitored and reviewed through Social Services Commissioning and Contracts to ensure that they are delivering high-standard outcomes for Carers.

Currently, the Local Authority exercises its right to provide these services to Carers free of charge but this position may be reviewed at some future point.

GOOD PRACTICE EXAMPLE

In 2007, additional WAG funding was granted to provide unplanned, emergency support for Carers. This has been used to develop an Emergency Response Service provided by Crossroads. This reacts quickly when Carers are unable to care by providing alternative support to the person being cared for, relieving the Carer of a significant cause of worry and stress.

2.4.1 Carer Support Groups

Carer support groups are an important element of these services and provide valuable peer support to Carers. Wherever possible, these have been maintained and developed.

GOOD PRACTICE EXAMPLE

New Carer support groups have been established in Newport, an example of this is the group facilitated by Newport Alzheimer's Society at

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the YMCA, Newport. New Carers Groups have also been developed at Usk View and Spring Gardens council run centres. These provide the opportunity for Carers caring for people with similar support needs, to support one another and share expertise and information. They also enable these centres to consult directly with Carers over services.

2.4.2 Respite

The importance that Carers place on having a break away from caring in order to maintain their own lives, and sustain their caring role has been recognised. While respite care is legally defined within care law as a service for the service user, the benefit to the Carer is obvious. This Strategy looks to maintain and develop respite opportunities for Carers.

GOOD PRACTICE EXAMPLE

Newport City Council has demonstrated its commitment to Carer support by continuing to fund and develop services that enable Carers to have a break away from caring. These include services provided by the Alzheimer's Society, Crossroads, Hafal, GAVO's Young Carers Project, and Age Concern which also receives funding from the Local Health Board.

2.4.3 Direct Payments

Carers have the right to be offered Direct Payments, if after an assessment of their need it is agreed they are entitled to services. They can use these to directly purchase their own services. However, in most cases the entitlement for services is to the person in receipt of care, so the direct payment is made to meet their needs.

This area needs further development and is identified within the action plan which accompanies this Strategy as an area for work.

2.5 Financial Security and Employment

With the introduction of The Carers (Equal Opportunities) Act 2004, Newport City Council has ensured Carers wishes around employment. Education /training and leisure are accounted for within the Carers domain of the Unified Assessment. The aim is to assist Carers, wherever possible, to retain or regain their overall wellbeing, and with this end in mind, to maximise their financial independence and future employment opportunities.

GOOD PRACTICE EXAMPLE**Carers as Experts**

Working in Partnership with Coleg Gwent, the 'Learning for Living' course was developed for Carers. 10 Carers participated in, and were supported on this free course which led to a recognised City and Guilds qualification which will enable Carers to access further training or employment.

2.6 Having a Voice

Through the experience of previous Carers Strategies it has become clear that Carers themselves are best qualified to inform service provision for Carers. Through the current planning process, progress has been made in developing systems to ensure their needs are recognised at a strategic level in order for them to be met.

2.7 Carer Representation

Carers' views have been sought and represented in a variety of ways through -

- individual Carers' Assessments
- service monitoring and evaluation
- liaison with Carer Groups by the Council's Carers Development Officer
- Carer representation at a strategic planning level
- Carers Champion appointed from Newport Councillors
- 'Lead' for Carers included in Local Health Board membership to ensure Carers' views and concerns inform decisions

GOOD PRACTICE EXAMPLE

The Carers Strategy Group has been formed to ensure that Carers' views and needs are central to planning and decision making in all areas that are of relevant to them. This group is a multi-agency group which consists of Carers, Carers advocates from the voluntary sector and representatives from Newport City Council and the Local Health Board. It provides the opportunity for service providers and planners to interface directly with Carers.

2.8 Young Carers

The Carers Strategy in Newport 2005 - 2008 contained specific detail on Young Carers and the issues affecting them. The Young Carers Service has succeeded in fulfilling the actions outlined providing advocacy, mentoring and other support activities to Young Carers. The project has worked with Young Carers to enable them to express their views at a local and national level.

GOOD PRACTICE EXAMPLE

Young Carers have been supported by the Young Carers Service to ensure their voices have been heard at a local, regional, national and UK level.

Examples of this are Young Carers participation in -

- the management group of the service
- Newport Youth Council
- Funky Dragon (Young People's Welsh Assembly)
- Wales Young Carers Network and Conference
- presentation of action list to Deputy Health Minister for Wales
- UK Parliamentary debate in the House of Commons

Aim of the Strategy

The overall aim of the Strategy is to improve the health and wellbeing of Carers in Newport. The objectives within the Strategy have been informed by Carers.

This Strategy is informed by the principles and aspirations set out in the following:

- Re-focused Carers Strategy for Wales 2007
- Fulfilled Lives, Supportive Communities
- Challenging the Myth
- Designed for Life
- Health, Social Care and Wellbeing Strategy for Newport
- Community Plan for Newport

This Strategy aims to support and reinforce the approaches recommended within these.

Health, Social Care and Wellbeing Strategy

Newport City Council and Newport Local Health Board and other partners have developed a Health, Social Care and Wellbeing (HSCW) Strategy for April 2008 to March 2011. This underpins our joint commitment to collaboration, planning and partnership working.

The vital role that Carers play is recognised within the Strategy -

'Carers are people who provide the majority of care in our community. The valuable role that carers play is fully recognised, including the fact that they provide help and support that might otherwise not be available. Public services will work in partnership with carers to maintain their caring role and respect their contribution to care in our communities... ... being a carer often places great strain on that carer's health, and insufficient effort has traditionally been paid to ensuring that carers' health and social wellbeing needs are themselves properly met to enable them to continue providing the support to their relatives'.

The objectives of this Carers' Strategy reflect the objectives set out in Newport's Health, Social Care and Wellbeing Strategy.

Objectives of the Strategy

3.1 Recognition

- Identify more unpaid Carers in Newport.
- Ensure that Carers are listened to, treated with respect and receive recognition for the important contribution they make in supporting people to sustain their independence.

3.2 Listening to and Hearing Carers

- Ensure that Carers are given the opportunity to have a voice.
- Ensure that Carers are listened to.
- Ensure that Carers are involved in service planning and provision.

3.3 Information

- Continue to provide Carers with appropriate and accessible information and advice to support them in their caring role.
- Provide specific advice to help Carers maintain their own health and wellbeing and avoid illness and dependency.

3.4 Assessment

- Promote the right of Carers to their own needs assessment.
- Ensure that Carers are able to access an assessment if they so wish.
- Make sure Carers are involved in the Unified Assessment of the cared for person.

3.5 Support and Services

- Review existing services and support to ensure they meet Carers' identified priority needs.
- Maintain and develop current services and support for Carers.
- Develop innovative services and support to ensure that Carers' individual unmet needs are provided for.
- Ensure that wherever possible services enable Carers to have a break from caring (respite care).

3.6 Equality of Opportunity

- Promote Carers' rights around employment, education and leisure.
- Work towards ensuring that Carers are not disadvantaged because of their caring role.
- Endeavour to ensure that Carers have equal access to appropriate support no matter what their culture, ethnicity, religion, age, sexuality, disability or first language.

3.7 Partnerships and Strategies

- Encourage all agencies involved in community care, community health and community development to promote the health and wellbeing of Carers in Newport.
- Ensure that Carers' interests are represented at a local strategic level and that these inform national and local strategic objectives.
- Work towards more services being jointly provided by Health and Social Care agencies and more integrated delivery through Section 33 Agreements.

3.8 Young Carers

A separate Young Carers Strategy will be produced for Newport from 2008 - 2011. This will highlight the specific actions that we needed to improve services and support for Young Carers. The aims of this Strategy will include -

- Raise awareness about Young Carers and the roles they fulfil.
- Work to identify what their specific needs are and how they can best be supported.
- Promote the development of services to Young Carers.
- Encourage partnership working with all agencies that come into contact with Young Carers, including education and health.
- Ensure Young Carers are recognised as a priority within the Children and Young People's Plan 2008 - 2011.

Action Plan

The following action plan outlines the broad areas of work that need to be addressed within the next 3 years to meet the objectives laid out within this Strategy. It will be necessary for those responsible for each area to work out the details and practicalities of implementing these developments.

The Carers Strategy Group will be responsible for monitoring and reviewing the implementation of this action plan on a quarterly basis. An annual review will be presented to the relevant management boards annually.

1. Recognition

- Identify more unpaid Carers in Newport.
- Ensure that Carers are listened to, treated with respect and receive recognition for the important contribution they make in supporting people to sustain their independence.

Action	Timescales	Lead Officer	Measures/ Outcomes
1.1 Promote and raise awareness of Carers amongst health professionals e.g. L.H.B., Trust, and Primary Care Staff.	Begin April 2009.	LHB designated Carers Officer and Carers Development Officer with Primary Care Teams.	Number of training / induction sessions held and attendance levels. Number of Carers identified on GP register. Number of staff identified as Carers.
1.2 Raise awareness of Carers' issues and rights through induction of staff, ongoing training around Unified Assessment and developing close links with the individual Social Work Teams.	Begin 2008. Ongoing.	Training Unit/Carers Development Officer.	Number of training / induction sessions held and attendance levels. Number of Carers identified within SWIFT. Number of staff identified as Carers.
1.3 Target hard to reach communities in Newport where Carers are not accessing mainstream support and develop links with appropriate community contacts.	Begin Sept 2009.	Carers Development Officer in conjunction with community workers.	Number of Carers from BME Groups identified annually.

Action	Timescales	Lead Officer	Measures/ Outcomes
<p>1.4 Hold specific events to identify Carers across Newport, i.e. Carers Week and Carers Rights Day.</p>	<p>June and December each year.</p>	<p>Carers Development Officer with Carers Strategy Group.</p>	<p>Number of events held. Number of Carers identified.</p>
<p>1.5 Register more Carers by utilising existing Carer databases and developing a unified approach for collecting data.</p>	<p>Annually set targets.</p>	<p>Carers Development Officer / Primary Care LHB Teams.</p>	<p>Targets met. System in place by 2011.</p>
<p>1.6 Encourage Carers to formally identify themselves through support schemes such as Carers Emergency Card, Emergency Response and Telecare Scheme.</p>	<p>Annually set targets and monitor outcomes.</p>	<p>Carers Contact, Crossroads, Telecare.</p>	<p>Number of Carers identified meet annual targets.</p>
<p>1.7 Ensure that the Carers Strategy Group represents Carers within the Health, Social Care and Wellbeing Voluntary Network.</p>	<p>July 2008.</p>	<p>Carers Development Officer via Carers Strategy Group.</p>	<p>Feedback into Carers' Strategy Group which will be captured in the minutes of these meetings.</p>

ACTION PLAN

2. Listening to and hearing Carers

- Ensure that Carers are given the opportunity to have a voice.
- Ensure that Carers are listened to.
- Ensure that Carers are involved in service planning and provision.

Action	Timescales	Lead Officer	Measures/ Outcomes
2.1 Establish a Carers Forum made up of Carer representatives from Carer Groups to ensure that carers' views inform Strategy and service development. This will provide a consultation and campaigning mechanism for carers in Newport.	To be developed by October 2009.	Carers Development Officer.	Quarterly Meetings. Membership established.
2.2 Support the continuance and development of the Carers' Strategy Group, to enable it to become more representative and ensure that Carers' views inform Strategy and service development.	To be redeveloped by December 2009.	Carers Development Officer.	Meetings in January, May, July, September and November. Terms and Reference agreed. Membership established to include representatives from the Carers Forum, Newport City Council, the Local Health Board, Voluntary sector.
2.3 Work towards the Carers Strategy Group becoming more influential and central to service development in Newport.	Completed by January 2008.	Carers Development Officer with Health, Social Care and Wellbeing Co-ordinator.	Position in planning structure established and formally recognised.
2.4 Empower and support Carers from the forum to sit on other planning groups and represent Carers' interests.	October 2010.	Carers Development Officer.	Carer Representatives involved in other relevant Health, Social Care and Wellbeing Planning groups, confidently advocating for Carers' interests.

3. Information

- Continue to provide Carers with appropriate and accessible information and advice to support them in their caring role.
- Provide specific advice to help Carers maintain their own health and wellbeing and avoid illness and dependency.

Action	Timescales	Lead Officer	Measures/Outcomes
3.1 Redevelop a more comprehensive updated Carers Information Pack for Carer and Professional use. This will include specific advice to help Carers maintain their own health and wellbeing and avoid illness and dependency.	December 2008.	Carers Development Officer with Information Officer and Carers Contact.	New Pack Developed. Distributed to Carers, Social and Health services workers. Available in community settings.
3.2 Ensure information for Carers is available across Newport in a range of appropriate venues.	Ongoing Quarterly monitoring and review with Carers Contact.	Carers Development Officer with Information Officer, Voluntary Sector, LHB Corporate Team.	Carers Assessment Leaflet/Carers Information Pack widely distributed and available in community settings.
3.3 Ensure Carers Council Webpage is updated and linked to LHB website.	Monthly.	Information Officer with assistance of Carers Contact and Carers Development Officer.	Up-to-date information. Regular reviews through Carers Strategy Group.
3.4 Continue to produce Carers Newsletter, aiming to expand the circulation of this through Carers database.	April/October annually.	Carers Contact, Carers Development Officer, Information Officer.	Newsletter produced. Circulation increased.
3.5 Ensure Carers are fully informed about medical matters relating to the person they care for.	Guidelines developed and issued by March 2009.	LHB Head of Service.	Guidelines written, promoted and circulated.
3.6 Support the development of Carers Contact to enable it to provide information and support to the maximum number of carers within its resources.	Business plan completed by March 2009.	Carers Contact, GAVO with Carers Development Officer.	Business Plan prepared. New approaches to reaching Carers and providing information identified. Increase in the numbers of Carers reached.
3.7 Carers Contact to collect data about Carers' requests for information and help, and evidence about outcomes of information/advocacy provided.	Quarterly reports to Carers Development Officer.	Carers Contact.	Clear analysis of Carers information needs and outcomes of information provided.

4. Assessment

- Promote the right of Carers to their own needs assessment.
- Ensure that Carers are able to access an assessment if they so wish.
- Make sure Carers are involved in the Unified Assessment of the cared for person.

Action	Timescales	Lead Officer	Measures/ Outcomes
<p>4.1</p> <p>Ensure all Carers are informed of their right to an assessment under: Unified assessment when cared for is being assessed Under Carers and Disabled Children's Act. As a service user in their</p>	<p>Ongoing.</p>	<p>Carers Development Officer with social workers, health staff, GP's, voluntary Sector.</p>	<p>Increased numbers of Carers Assessments delivered.</p>
<p>4.2</p> <p>Provide information and training about Carers' Assessments to social work teams, professionals in Primary and Secondary Health and Voluntary Sector.</p>	<p>January 2009.</p>	<p>Carers Development Officer, LHB / Trust designated Officers.</p>	<p>Number of training sessions and attendees. Number of Carers Assessments completed.</p>

5. Support and Services

- Review existing services and support to ensure they meet Carers' identified priority needs.
- Maintain and develop current services and support for Carers.
- Develop innovative services and support to ensure that Carers' individual un-met needs are provided for.
- Ensure that wherever possible services enable Carers to have a break from caring (respite care).

Action	Timescales	Lead Officer	Measures/ Outcomes
5.1 Review and develop recording system for Carers Assessments.	Begin September 2008.	Carers Development Officer with Performance Information Principal Officer, Quality Assurance.	System up and running.
5.2 Establish a system for quality assurance.	October 2008.	Carers Development Worker with Principal Officer – Quality Assurance.	System in place. Annual report.
5.3 Collect information on un-met need of Carers and analyse data to inform service development and resource allocation.	Annual report to Adult Management Team March 2009.	Carers Development Officer with Carers Strategy Group.	Annual Report.
5.4 Support the development of existing and new Carers support groups.	Ongoing.	Carers Development Officer, Carers Contact, Voluntary Sector.	Number of support groups.
5.5 Monitor and review Carer support services gathering qualitative as well as quantitative information to ensure they are relevant to, and effective and efficient in, meeting Carers' needs.	Ongoing through contract reviews.	Contract and Commissioning Staff, Heads of service, Carers Development Officer, Carers, Voluntary Sector Staff.	Quarterly monitoring reports. Service reviews completed.
5.6 Complete mapping exercise of Carer services and compare with needs analysis to identify nature of services that need to be developed.	Report December annually from 2010.	Carers Development Officer.	Report completed.

ACTION PLAN

Action	Timescales	Lead Officer	Measures/ Outcomes
5.7 Where a need is identified, develop service models that could meet un-met need which could include the provision of the direct payment scheme.	Annually.	Carers Development Officer.	One service model completed each year.
5.8 Identify funding opportunities to support the implementation of models for new Carer support services.	Ongoing.	Carers Development Officer / LHB and Trust designated officers.	Identify funding sources annually.
5.9 Explore the viability of developing voluntary sector domestic and gardening service for Carers with the possibility of delivering this through direct payments.	To be completed by October 2009.	Carers Development Officer and other relevant Council staff.	Service model completed.
5.10 Where they are evaluated to be effective, continue to support existing respite opportunities for Carers funding.	Ongoing with 6 monthly service reviews.	Carers Development Officer, Service Managers, Contracts and Commissioning Team.	Reviews completed. Monitoring information received.
5.11 Where there are gaps in existing respite services work to develop additional respite opportunities.	Annual Review every March.	Carers Development Officer, Service Managers, Contract and Commissioning Team, LHB.	Review completed. New services developed.
5.12 Review success of pilot Emergency Response Scheme	February 2009.	Carers Development Officer with Crossroads.	Review completed.
5.13 Promote and support Expert Patient Programme.	To begin September 2008.	LHB designated Officer.	Programme delivered. Number of participants. Participants evaluation.
5.14 Explore how Carers can access community learning opportunities.	Completed by June 2009.	Carers Development Officer with Adult Education.	Access to Adult Education action plan developed.
5.15 Work towards establishing exercise opportunities for Carers through Going for Gold and the G.P. Exercise Referral Programme.	Pilot to be carried out in June 2009.	LHB designated Officer with Public Health services, Carers Development Officer and NCC Leisure Services.	Pilot to be evaluated. Action plan developed.

6. Equality of Opportunity

- Promote Carers' rights around employment, education and leisure.
- Work towards ensuring that Carers are not disadvantaged because of caring.
- Endeavour to ensure that Carers have equal access to appropriate support no matter what their culture, ethnicity, religion, age, sexuality, disability or first language.

Action	Timescales	Lead Officer	Measures/ Outcomes
6.1 Promote Carers' wishes around employment, education and leisure being accounted for within the Carers Assessment process.	Implemented September 2008.	Carers Development Officer with social workers.	Monitoring of assessments Annual Report.
6.2 Explore the possibility of developing Carer friendly HR policies within the Council. If an option, use this as a flagship to promote such an approach in other sectors.	Viability of this to be established by January 2009.	Carers Development Officer with Human Resources.	Action plan developed.
6.3 Promote and support Expert Patient Programme.	To begin September 2008.	LHB designated Officer.	Programme delivered. Number of participants. Participants evaluation.
6.4 Explore how Carers can access community learning opportunities so that Carers are not disadvantaged because of caring.	Completed by June 2009.	Carers Development Officer with Adult Education.	Access to Adult Education action plan developed.
6.5 Work towards establishing exercise opportunities for Carers through Going for Gold and the G.P. Exercise Referral Programme.	Pilot to be carried out in June 2009.	Going for Gold Co-ordinator.	Pilot to be evaluated. Action plan developed.

ACTION PLAN

Action	Timescales	Lead Officer	Measures/ Outcomes
<p>6.6 Work with holiday providers and Carers Wales to develop a scheme for carers where they could get a discounted rate on certain holidays.</p>	<p>July 2009.</p>	<p>Carers Development Officer with Carers Wales.</p>	<p>Scheme developed.</p>
<p>6.7 Provide regular benefits advice sessions in Carers Contact.</p>	<p>Beginning June 2008 and then monthly.</p>	<p>Carers Contact, Department of Work and Pensions.</p>	<p>Quarterly reports on number of Carers seen. Outcomes for Carers included within this report.</p>
<p>6.8 Address hospital transport issue for Carers.</p>	<p>March 2009.</p>	<p>Primary Care and Heads of Service.</p>	<p>Carers able to access transport to support person they care for on hospital appointments.</p>
<p>6.9 Develop Strategy to reach and engage Carers from under-represented groups such as those from Black Minority and Ethnic Groups.</p>	<p>Report March 2010.</p>	<p>Carers Development Officer with Community First workers and Voluntary Sector.</p>	<p>Action Plan Resources identified.</p>

7. Partnerships and Strategies

- Encourage all agencies involved in community care, community health and community development to promote the health and wellbeing of Carers in Newport.
- Ensure that Carers' interests are represented at a local strategic level and that these inform national and local strategic objectives.
- Work towards more services being jointly provided by Health and Social Care agencies and more integrated delivery through Section 33 Agreements.

Action	Timescales	Lead Officer	Measures/ Outcomes
7.1 Establish a Carers Forum made up of Carer representatives from Carer Groups to ensure that Carers' views inform Strategy and service development. This will provide a consultation and campaigning mechanism for Carers in Newport.	To be developed by October 2009.	Carers Development Officer.	Quarterly Meetings. Membership established.
7.2 Develop the Carers' Strategy Group, to enable it to become more representative and ensure that Carers' views inform strategy and service development.	To be redeveloped by December 2009.	Carers Development Officer.	Quarterly Meetings. Terms and Reference agreed. Membership established to include members from the Carers Forum, Newport City Council, the Local Health Board, Voluntary sector.
7.3 Work towards the Carers Strategy Group becoming more influential and central to service development.	Completed by January 2008.	Carers Development Officer with Health Social Care and Wellbeing Co-ordinator.	Position in planning structure established and formally recognised.
7.4 Empower and support Carers from the forum to sit on other planning groups and represent Carers' interests.	October 2010.	Carers Development Officer.	Carer Representatives involved in other relevant Health, Social Care and Wellbeing planning groups, confidently advocating for Carers' interests.

ACTION PLAN

Action	Timescales	Lead Officer	Measures/ Outcomes
7.5 Encourage Health and Social Care agencies to work together by highlighting the problems that Carers face when these agencies fail to engage with one another.	Ongoing through planning structure.	Carer Representatives, Carers Development Officer, LHB Representatives, Newport Council, LHB.	Services for Carers jointly provided by Health and Social Care agencies and more integrated delivery through Section 33 Agreements.

8. Young Carers

- Raise awareness about Young Carers and the roles they fulfil.
- Work to identify what their specific needs are and how they can best be supported.
- Promote the development of services to Young Carers.
- Encourage partnership working with all agencies that come into contact with Young Carers, including Education and Health.
- Ensure Young Carers are recognised as a priority within the Single Children and Young People's Plan 2008 - 2011.

The following action points provide only a sample of the issues that will be addressed within Newport Young Carers' Strategy.

Action	Timescales	Lead Officer	Measures/ Outcomes
8.1 Develop and maintain Young Carers Service.	March 2009.	Young People's Partnership with Young Carers Project and Carers Development Officer.	Business Plan developed.
8.2 Ensure the Young Carers Protocol is agreed and becomes embedded in practice.	January 2008.	Carers Development Officer.	Young Carers Protocol agreed. Young Carers Protocol being adhered to. To be monitored through Young Carers project.
8.3 Encourage statutory agencies including Social Services, Education and Health to review the way they respond to Young Carers.	January 2010.	Carers Development Officer, Young People's Partnership and Young Carers Service.	New guidance for how Young Carers are responded to, developed and implemented.

Action	Timescales	Lead Officer	Measures/ Outcomes
8.4 Develop a Young Carers' Strategy in partnership with key agencies.	March 2009.	Young People's Partnership with Young Carers Project and Carers Development Officer.	Strategy completed.
8.5 Develop a consultation mechanism for Young Carers.	January 2010.	Young Carers Service Manager.	Mechanism designed and running.
8.6 Encourage and support Young Carers to become representatives at Carers Forum.	October 2010.	Carers Development Officer, Young Carers Service Manager.	Young Carers representatives on the Carers Forum.
8.7 Ensure that Young Carers Forum, Young Carers' views are represented on other planning groups.	March 2011.	Carers Development Officer with Carer representatives.	Young Carers' issues represented in other relevant planning groups.
8.8 Identify support services needed by Young Carers and potential funding opportunities.	March 2010.	Young People's Partnership.	Service models developed. Funding opportunities identified.

1 Legal Context

1.2 Carers' (Recognition and Services) Act 1995

The Carers' (Recognition and Services) Act 1995 gives Carers the right to their own assessment to see what their needs are. The Act includes adults, children and young people and parents of disabled children, who give, or plan to give substantial amounts of care on a regular basis. The Act made social service departments responsible for taking account of the Carer's needs when deciding what support to give the person being cared for.

1.3 Carers and Disabled Children Act 2000

The Carers and Disabled Children Act 2000 gives Local Authorities the power to provide services directly to Carers following an assessment, and to make direct payments to Carers that meet their own support needs.

1.4 Carers (Equal Opportunities) Act 2004

The Carers (Equal Opportunities) Act 2004 places a duty on local authorities to inform Carers of their right to have an assessment, and requires that this assessment takes account of whether the Carer works, is in education, training or of any leisure activity they do, or whether they would like to do these things. The Act also enables local authorities to be able to ask other statutory agencies to help in providing services to Carers.

1.5 National Health Service Reform and Health Care Professionals Act 2002

National Health Service Reform and Health Care Professionals Act 2002 are now contained in the National Health Service Act 2006. It places a duty on each Local Authority and Local Health Board to devise and put in place a Health and Wellbeing Strategy for the local authority area.

Newport's Health, Social Care and Wellbeing Strategy is in place and central to our joint planning and partnership working.

The Carers' Strategy informs this document. The needs and rights of Carers are integral to service planning.

1.6 Work and Families Act 2006

The Work and Families Act 2006 enables more people with caring responsibilities to request to work flexibly.

2 Good Practice Guidance

2.1 Challenging the Myth (September 2003)

A good practice guide for Black and Minority Ethnic Carers

2.2 Wales' Carers Strategy, 2000

In January 2000, the Welsh Assembly Government published a Carers Strategy Implementation Plan with the aim of improving the health and wellbeing of carers and those they care for. They identified 5 main areas for action:

- Health and Social Care
- Information
- Support
- Young carers
- Carers and Employment

2.3 Re-focused Carers' Strategy for Wales, 2007

While the revised Strategy aims to maintain the five key priorities in the 2000 Wales Carers' Strategy, it emphasises that Carers:

- are not disadvantaged as a consequence of fulfilling their caring responsibilities
- are listened to, treated with respect and receive recognition for the important contribution they make in supporting people to sustain their independence
- are able to maintain as normal a life as possible outside of their caring role
- have timely access to an assessment of their own needs
- have access to services that will enable them to be properly supported
- are able to access employment, education and leisure opportunities

2.4 Designed for Life, 2005

The Welsh Assembly Government produced this guidance which sets out the strategic framework for working towards the establishment of world class Health and Social Care Services in Wales over the next ten years.

**For further copies of the Newport City Council/Newport Local Health Board Carers' Strategy 2008-2011, please contact the Public Information Officer, Newport City Council, Civic Centre, Newport NP20 4UR
Telephone: 01633 656 656 or email: swhinfo@newport.gov.uk.**

An electronic copy can be downloaded at www.newport.gov.uk/carers.

If you require this document in another language or format, please make your request to the Public Information Officer, at the above address.



SUPPORTING CARERS