

# Denbighshire Carers Strategy

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*June 2016 – June 2019*

**This Strategy has been developed in partnership between**

Denbighshire Community Support Services  
Denbighshire Education & Children's Services  
Betsi Cadwaladr University Health Board  
Denbighshire County Council Carers Champion  
NEWCIS  
Alzheimers Society  
Carers Trust North Wales - Crossroads Care Services  
WCD Young Carers  
Families First in Denbighshire  
Age Connects North Wales Central  
Mary Dei  
Denbighshire Learning Disability Forum  
Vale of Clwyd MIND  
The Neuro Therapy Centre  
Hafal  
British Red Cross

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## *APPENDIX 1: Action Plan*

# 1. Definition of a Carer

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1.1 **Carers** play a pivotal role in supporting vulnerable people to live at home. They often support people with complex and long term care needs, and this can be a challenging and demanding role

1.2 The new Social Services & Well Being (Wales) Act 2014 defines a Carer as “a person who provides or intends to provide care for an adult or child”.

1.3 The Act goes on to state that “in general, professional carers who receive payment should not be regarded as Carers for the purpose of the Act, nor should people who provide care as voluntary work. However, a local authority can treat a person as a Carer even if they would not otherwise be regarded as a Carer if they consider that, in the context of the caring relationship, it would be appropriate to do so. A local authority can treat a person as a Carer in cases where the caring relationship is not principally a commercial one.”

# 2. Purpose of the Strategy

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2.1 The purpose of this Strategy document is to set out how the Denbighshire Carers Strategy Group will continue to work together to further develop support to Carers in Denbighshire in a way that addresses the local needs of Carers, within the context of increasing demand, new legislation and demographic changes.

# 3. What is influencing the way we support Carers in Denbighshire?

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**3.1 The new Social Services & Well Being (Wales) Act 2014 (the Act)** came into force on 1<sup>st</sup> April 2016. The Act re-defines the responsibility of individuals and families for maintaining their own health and wellbeing, and requires a change in culture that provides a greater focus on promoting resilience, independence, self-care and community support. It will transform the way social services are delivered, promoting people’s independence to give them stronger voice and control.

**3.2** It also introduces a duty on local authorities to promote the development, in their area, of not for private profit organisations to provide care and support, and support for carers, and preventative services. These models include social enterprises, co-operative organisations, co-operative arrangements, user led services and the third sector.

**3.3** The Act recognises that Carers have a key role in the preventative service approach within a local authority area, and that Carers themselves provide a form of

preventative services. Local authorities should therefore help ensure that carers are able to live their own lives as independently as possible. This includes being aware of carers' own health and well-being needs and outcomes, and the services available locally to support those needs and outcomes, in order to support and maintain the carers preventative role in respect of care and support of others.

### **3.4** More specifically, the new Act will:

- Simplify and consolidate the law in relation to Carers, and, for the first time, gives them equivalent rights to the person they care for.
- Ensure that Carers can access a wider range of appropriate services in a more flexible way, including access to comprehensive information in relation to all types of support and services that can be accessed without a need for formal assessment.
- Create a duty for local authorities to carry out Carers' needs assessments where a Carer appears to have support needs.
- Require for assessments to be proportionate to ensure that more energy is focused on delivering community based support, and support from third sector organisations.
- Require local authorities to provide advocacy support for individuals including Carers. This provision will include independent professional advocacy as well as informal advocacy.

**3.5** A new **national 'eligibility framework'** will determine whether assessed Carers with greater support needs will meet the criteria for services as set out in the new framework. Carers with eligible needs will have a support plan centered on outcomes they have identified themselves. It will also set out the support to help them achieve the outcomes identified. Support plans will be subject to regular reviews by local authorities, and re-assessment of needs if their circumstances change.

**3.6 The Refreshed Carers Strategy for Wales 2013** – This strategy set out key themes and actions for Welsh Government, and a framework within which agencies across Wales can work together to deliver services and support to Carers. Although local authorities were encouraged to adopt the key themes of the strategy, this has now been overtaken by the requirements of the new Act. Welsh Government will be re-drafting the All Wales Strategy during 2016 in line with the new Act.

**3.7 Together for Mental Health** is a Welsh Government Strategy that recognises the importance of mental health and well-being for all people.

**3.8 Well Being of Future Generations (Wales) Act 2015** – The key purposes of the Act are to set a framework within which specific Welsh public authorities will be required to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs. The Act sets out well-being goals which authorities are to seek in order to improve people's well-being both now and in the future. A Future Generations Commissioner for Wales will advocate for future generations and will advise and support Welsh public authorities in carrying out their duties under the new Act. The requirements of the Act will be particularly pertinent

to Carers in ensuring that all authorities will respond to the needs of Carers to improve their own well-being.

### **3.9 Welsh Language (Wales) Measure 2011**

Organisations across the public sector have a responsibility to comply with the Welsh Language (Wales) Measure 2011 which allows the creation of new Standards to ensure Welsh speakers can receive services in Welsh. Therefore Local Authority Social Services Departments have a statutory responsibility to ensure that peoples' well-being outcomes are supported, and that their care and support needs, including their language need, are accurately assessed and met. The requirements of the Measure link in with the requirements of the SSWB Act.

The SSWB Act's definition of well-being includes 'securing rights and entitlements'. For Welsh speakers, securing rights and entitlements will mean being able to use their own language to communicate and participate in the care as equal partners. The Codes of Practice under the Act require local authorities to ensure Welsh language services are built into service planning and delivery and that services are offered in Welsh to Welsh speakers without them having to request it as required by the "Active Offer".

### **3.10 Locally (within Denbighshire):**

3.10.1 Denbighshire local authority is seeing an increase in demand for services against a backdrop of financial constraints. It therefore needs to change the way services are provided if it is to successfully respond to the needs of vulnerable people, as well as meeting the requirements of the new Social Services & Well Being (Wales) Act.

The need for change has been identified within the council's Corporate Plan for 2012/17, which includes the following priorities:

- *Ensuring vulnerable people are protected and are able to live as independently as possible; and*
- *Modernising the council to deliver efficiencies and improve services for our customers.*

3.10.2 **Denbighshire's Wellbeing Plan** (Single Integrated Plan) has a strong focus on wellbeing and enabling people to become resilient and independent. This plan is a key strategic document demonstrating the commitment of all public and third sector partners to work together to achieve positive outcomes for the citizens of Denbighshire.

3.10.3 Denbighshire Community Support Services **Market Position Statement** provides an analysis of services that focuses specifically on the information that providers of services need to know. It will help them to decide how to respond and develop as an organisation. It is intended to give detailed information to providers (and potential providers) to help them to shape the way in which they provide support to adults and their Carers. This is a fluid document that will be updated on a

regular basis to reflect changes, eg statistics, local and national policies and legislation.

**3.10.4 Denbighshire's Approach to the Social Services and Well Being Act – Asset Based Approach.** As previously noted, the new Act will change the way councils and care services work. In Denbighshire, staff in Community Support Services will be working with citizens, right in the heart of their communities, promoting wellbeing and choice by:

- Having meaningful conversations with them
- Working with citizens to support them to take control of their lives
- Supporting citizens and communities to build on their strengths and abilities to identify individual solutions
- Connecting citizens with what matters to them

This approach will ensure that the council are embracing the ethos of the new Act and ensuring that it meets the requirements of the Act

**3.10.5 Denbighshire Education & Children's Services** - A new 'Education Health and Well Being Group' was established in May 2015 and replaces the Emotional Health Steering Group, Healthy Schools Steering Group and the Sexual Health Group. The group will be key to

The Group's main purposes are:

- To work in partnership to provide a coordinated and consistent approach to improving the health and well-being outcomes of children and young people in Denbighshire.
- To have an overview of health and well-being activities and interventions across education in Denbighshire to avoid duplication.
- Make use of health intelligence and evidence based practice to inform service delivery, training and resource development.
- Coordinated training programme.
- Development of new strategies and policies.
- Monitoring of health and well-being e.g. bullying.
- The health and well-being of Denbighshire's young carers.
- Governance for the healthy schools scheme.

There is representation on the Group from the Intake and Intervention team, together with Families First/Education and Children's Services.

**3.10.6 Third Sector in Denbighshire**

Locally, the third sector is well placed to help transform the way that public services in Denbighshire meet present and future demands in line with the new Act, and to support the statutory sector in achieving business and policy objectives.

The third sector has historically provided generic and specialist services to support Carers in Denbighshire. Locally, grant funding from both the local authority and the health board has allowed the sector to develop services that can support Carers throughout their caring journey. Carers value and trust the services available and see them as less stigmatising than statutory services. The third sector's ability to draw down funds from external sources to develop additional services is an added value that benefits both Carers and statutory funders.

Denbighshire Community Support Services (Adults) has recently developed a Third Sector Strategy that will set out how it intends to work with the sector over the next five years, and includes an outline of the current legislative framework, the principles, the priorities, and the funding in relation to third sector services. It also includes an explanation of the framework within which Denbighshire CSS will fund or procure services for adults and/or Carers from the third sector.

### **3.11 Regionally - Betsi Cadwaladr University Health Board (the Health Board)**

#### **3.11.1 BCUHB North Wales Central (Conwy & Denbighshire) Operational Plan 2016 – 2019**

Under the umbrella of the Health Board, a Central Plan for Conwy & Denbighshire area is being developed through engagement with partners and staff, and listening to the population on their views in relation to "Living Healthier and Staying Well". The Plan will translate the Health Board's Corporate Priorities to a local level, and will set out the strategic direction and priorities for the coming 3 years. Each year there will be a detailed action plan setting out what we will do to achieve this Plan and the Health Board's strategic direction will be reviewed at the beginning of Year 3. Annually the Health Board will report on performance against this plan.

Following local consultation and engagement with the public the following key themes have been identified for Central area:

1. Improving Health & Wellbeing and health inequality.
2. Working in Partnership
3. Improving Outcomes of Care
4. Respecting the individual and respect dignity.
5. Listening and Learning from the experiences of the individual.
6. How we use our resources.
7. How we support, train and develop our staff

The development of a new community hospital for North Denbighshire, is a currently a key priority for Central area. The design and development of the new hospital will be challenging and rewarding as it affords an opportunity to put in place a community

resource at the heart of one of the most deprived areas of the country. Underlying the work is the vision of a health and well-being centre, where teams from Health, social services and the voluntary sector can work together in an effective, integrated way to serve the community. This development will act as a nexus of health and well-being for the locality for generations to come. BCUHB want to encourage an improvement in the overall well-being of local residents for the long term.

Integral to the design will be a number of opportunities for carers:

- Engagement with third sector organisations whilst designing and developing the business case and ensure carers' needs are reflected
- Ensuring there is space for third sector workers in the complex of buildings
- Integrated Single Point of Access, including Carers Champions, based on site and working with other teams to ensure carers' input to rehabilitation.
- Building needs of carers into the design of new Ward, so that Carers can spend time with the cared for,
- Focus on Older People's Mental Health in the provision of Day and Community services, as well as the design of the Ward.
- BCUHB's philosophy will be to encourage carers' input to care and rehabilitation.

**3.11.2 Carers Measure (Wales) 2010.** For the first time, this legislation placed statutory requirements on the Health Service to identify Carers, provide them with information about their rights, support services and training, and to consult with them particularly in regard to the care and treatment of the person they care for. Implementation of the Measure was led by the Health Boards in Wales. The Measure, however, was repealed when the new Social Services and Well Being (Wales) Act came into force in April 2016.

In order to ensure a smooth transition from the requirements of the Carers Measure to the implementation of the new Act, Welsh Government have allocated transitional funding for the next two years (2016/17 and 2017/18). The funding has been allocated on the understanding that proposals are developed, setting out how health, local authorities and the third sector will work in partnership to support Carers under the Act by:

- Strengthening the partnership approach at local level.
- Creating opportunities to enable third sector to fully participate in the delivery.
- Setting out how partners will plan and deliver the increased responsibilities for health and the new responsibilities for local authorities.
- Ensure the transitional funding is used as the means to embed the practice of mainstreaming Carers needs, so that it becomes common practice

### **3.11.3 Betsi Cadwaladr University Health Board – Third Sector Strategy**

This strategy was agreed in 2015 and sets out the Health Board's ambition and intent, to develop and strengthen its relationship with the third sector and to set out the operational arrangements necessary for effective collaborative working, so as to enhance the lives of and improve outcomes for individuals, communities and the



population of North Wales. The development of this strategy is consistent with, and is intended to support the implementation of the Health Board's three year plan. To this end, the aims are relevant to all third sector organisations whose purpose, aims and objectives support the Health Board to achieve its stated purpose. This includes all third sector organisations regardless of whether they receive funding from the Health Board or not.

## 4. How should partners in Denbighshire work together to meet the requirements of new legislation and changing demand?

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4.1 The Carers Strategy Group is committed to building on existing partnership working in order to respond to demand, meet the requirements of the new legislation, and achieve outcomes for Carers.

4.2 One of the most distinct provisions of the Act in Wales concerns the promotion of third sector organisations to provide care, support and preventative services. Locally, the third sector is well placed to help transform the way that public services in Denbighshire meet present and future demands in line with the Act, and to support statutory services to achieve their business and policy objectives.

4.3 Regulations under the new Act will be used to improve efficiency and effectiveness of service delivery. Local authorities and local health boards will be required to jointly undertake a population assessment of needs for care and support. Including support for Carers and preventative services, and the range and level of services in place to meet these needs. Regional Partnership Boards will be established to take this forward. The membership of the boards will include third sector, user and Carer representation. Statutory guidance will set out the requirement for Regional Partnership Boards to prioritise the integration of services for specific user groups. This will include Carers.

4.4 Denbighshire County Council Community Support Services needs to fund services that will promote the wellbeing of Carers and support them to continue caring. This will be set against the need to respond to budgetary pressures that local authorities are facing across Wales, and therefore investment in sustainable services will be key to meeting the demand for services.

4.5 By working in partnership, Denbighshire County Council, Betsi Cadwaladr University Health Board and the Third Sector in Denbighshire need to use combined resources to maximise opportunities to develop and maintain quality services:

- that are flexible and accessible across the county, and meet the individual needs of Carers
- that, as far as possible, are sustainable long term
- that encourage engagement with, and access to, community based activities that support both the Carer and cared for person

- that improve the health and well-being of Carers
- that enable Carers to continue caring, including the provision of information, advice, peer support, training, access to individual advocacy (where needed), and short breaks away from the caring role.

## 5. How Many Carers are there in Denbighshire?

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5.1 The number of Carers is increasing. According to the 2011 Census, the total Carer population of Denbighshire was 11,630.

5.2 There has been a rise in the number of Carers providing 50 or more hours of care per week to 3,392, and approximately two-thirds of these Carers are over 50 years old <sup>Census 2011</sup>. It is these Carers who are likely to have more intensive caring roles and who may have greater support needs due to their own health and social care needs. In Denbighshire, the most substantial register of Carers is held by NEWCIS who had 2801 Carers registered at the end of March 2016. <sup>NEWCIS Annual Report 2015/16</sup>.

5.3 896 of the Carer population are younger Carers, under 24 years of age. Of these, 125 provide over 50 hours of care per week <sup>Census 2011</sup>. There are currently 229 young Carers aged 18 years or under in Denbighshire who are registered with WCD Young Carers. According to BBC Research however, 8% of children under the age of 18 years are young carers, giving Denbighshire a young carer population of approximately 1560 which is significantly higher than the Census statistics. In addition, the 2011 Census found that there were nearly 10,000 young carers aged 5–7 in England and Wales. Furthermore, the figures showed an 83% increase since 2001 in the number of 5–7 year olds providing unpaid care (UK Census, 2011). As at June 2016, 26 young carers aged 5 – 7 are known to WCD Young Carers.

5.4 These demographic trends are reflected in the increasing number of people living with long term conditions including learning disabilities, dementia and mental health conditions, and a general growth in the older population.

5.5 Approximately 5,754 Carers live in Rhyl and Prestatyn. In the South of the County, the greater numbers of Carers reside in the Denbigh, Ruthin and Llangollen areas. <sup>Census 2011</sup>

## 6. How have Carers in Denbighshire been supported up until now?

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### 6.1 Denbighshire Community Support Services (Adults):

6.1.1 Much of the support that Carers need can be provided via a statutory assessment of the cared for person and the provision of information, advice and assistance or preventative and rehabilitative services. This assessment, and care and support plan will focus on outcomes to be achieved and innovative ways to achieve them such as attendance at local groups providing day time opportunities – however, if there is no other way, then services such as domiciliary care will be provided by social services. In addition, the provision of respite services in the form of short term care in a residential setting, and sitting services can be delivered to the cared for person to provide carers with a break from the caring role.

6.1.2 A wide range of support for Carers in Denbighshire is grant funded to third sector organisations who have a long and valued history of supporting Carers. They provide preventative services that can support Carers throughout their caring journey. The services funded include:

- NEWCIS Carer Well Being Post – generic support service for adult Carers including information, signposting, one to one support, support groups, peer support, training and social events.
- Alzheimers Carer Support Worker – support for Carers of adults with a diagnosis of dementia including one to one support, information and training.
- Alzheimers ‘Singing for the Brain’ sessions – music therapy for adults with dementia
- MIND Social Opportunities Scheme - for adults with a Mental Health condition who are supported by a family Carer.
- The Neuro Therapy Centre – support and range of specialist services for individuals with neurological conditions and their Carers.
- Hafal Family Support Service – support for Carers of adults with mental health conditions including one to one support, information and support groups.

All host organisations also provide Carers with a voice in the planning and development of services. All services have an open referral process and are available to all Carers living in Denbighshire or who care for persons living in Denbighshire. .

6.1.3 As well as helping to meet the needs of Carers and the local authority’s policy objectives and priorities, this approach supports the third sector to undertake its own objectives and priorities.

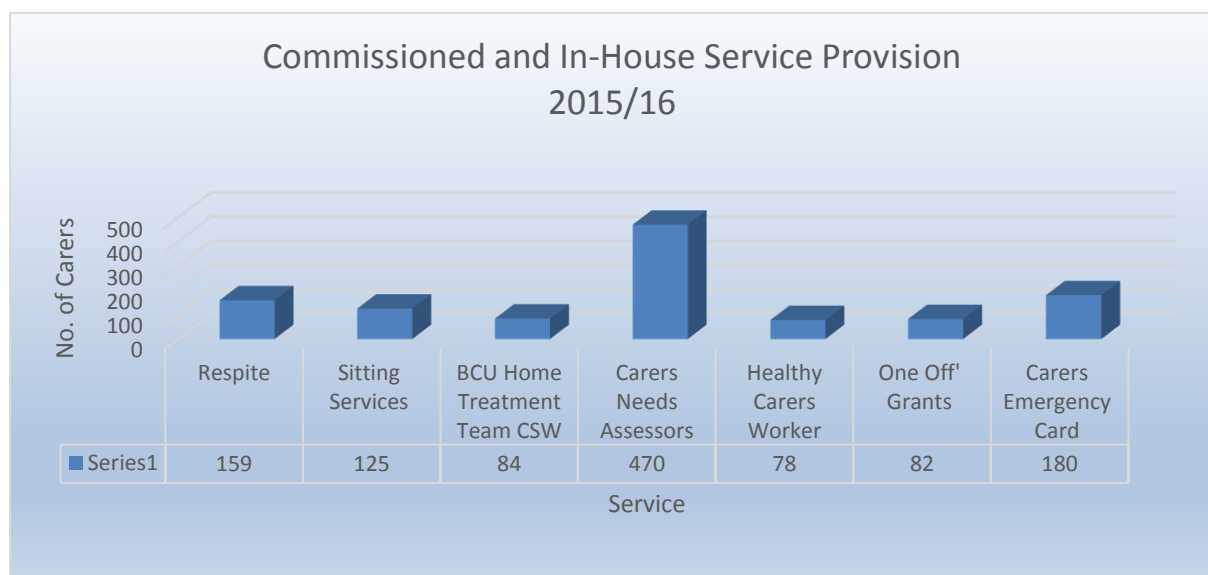
6.1.4 During 2015/16, 3,229 Carers accessed Carers services that are grant funded with the third sector. It should be noted, however, that some Carers may be accessing more than once service and may be double counted within this figure.

6.1.5 In addition, the following Carers services have been developed in Denbighshire in the past 5 years:

- ✓ Dedicated Carers Needs Assessment service commissioned with the third sector
- ✓ Carers Emergency Card Scheme
- ✓ Carers 'One off' grant scheme for an item or service that meets a Carer's assessed need.
- ✓ Healthy Carers' Worker post based with Community Support Services (adults)
- ✓ Adult Mental Health Services - Carer Support Worker with the Home Treatment Team based at the Ablett Unit, Glan Clwyd Hospital

These services were initially developed with Welsh Government grant funding, which was ring fenced locally for Carers' services once it was subsumed into the local authority's budget for social services.

6.1.6 Sitting services that provide Carers with a regular short break from the caring role are commissioned with both the third and independent sector on an individual basis via the authority's care brokerage process. The service is currently a non-chargeable service to the Carer. Longer periods of respite in residential settings are also provided to give Carers a break. This is a chargeable service to the cared for person.



6.1.7 Over the past two years, short term funding has been made available to develop new and innovative community based services and activities to support

Carers that will be sustainable in the long term, or will achieve long term benefits for Carers to enable them to continue caring for longer. These include:

- Community Carer Support Project – commissioned with the third sector to raise awareness of Carers with community groups/businesses/local colleges, and encourage Carer inclusion in community activities and local initiatives.
- Progression Support Workers – commissioned with a local social enterprise to provide support for adults with learning disabilities and autism to live more independently in the community. Individuals must be living in the family home to be eligible for the service.
- Carers Champions – commissioned with the third sector to support the development of the new integrated social services & health locality clusters, and ensure that staff are more Carer aware, and to develop their knowledge of local Carers' services. One of the Champions is based with the Single Point of Access.

6.1.8 The new **Denbighshire Single Point of Access** provides access to information, advice and assistance to promote the health, well-being and independence of adults. This is a key service that will also enable people, including Carers, to access a wide variety of support available from the third sector and in their own communities. There is a Carers Champion based in the Single Point of Access to provide knowledge and expertise within SPoA for staff and Carers contacting the service.

**6.2 Children & Family Services** – Until April 2014, the six North Wales Local Authorities commissioned Young Carers projects individually.

6.2.1 Provision for a Young Carers in Denbighshire via a sub-regionally commissioned three year contract (2014-2017) was awarded to “Powys Carers’ Services” T/A WCD Young Carers by Denbighshire, Conwy and Wrexham in partnership with Betsi Cadwaladr University Health Board.

6.2.2 Funding for this service for Denbighshire is provided via Children and Family Services together with Families First. Key benefits include: financial efficiencies, consistency & efficiency in service provision, Lead Commissioner (Conwy), one tender process, improved communication and information sharing between agencies, reduced reporting requirements on the service provider, larger service may have a stronger voice in service change and delivery.

6.2.3 Each Local Authority has a statutory duty to identify and assess young carers under the Children Act 2004 Wales and Children Act 1989. Other considerations must be given to ensure that information is available for Young Carers and they are aware of their rights under relevant legislation and guidance which also includes: Carers and Disabled Children’s Act 2000 and the Carers Measure 2010.

6.2.4 The current service exceeds statutory requirements by providing information and advice to both young carers, awareness and information in statutory services, referral management, access to Young Carers’ Assessment of Need, provision of flexible short break services which are responsive to carer needs and circumstances, individual support and advocacy work, school holiday activity schemes, awareness raising programmes in schools and across statutory and voluntary agencies to promote the Service, promote the participation of young carers in the development of services, individual and group sessions.

6.2.5 The previous service model remained in place for the first 5 months of 2014, during which a restructuring exercise took place to reconfigure the service to an Outreach Worker model. A significant change in the new model is the offer of individual support sessions as part of a specific support plan. These sessions enable Outreach Workers to provide tailored emotional and practical support to Young Carers.

6.2.6 The Outreach Worker model enables Outreach Workers to support Young Carers through the following activities:

- Young Carer assessments
- Peer support groups
- Individual support to young carers
- Contribution to family meetings and multi-agency meetings
- Liaison with youth services, education, housing, children's services, mental health services, substance misuse services and primary and secondary health care
- Referral and signposting to appropriate agencies and activities

### **6.3 Betsi Cadwaladr University Health Board:**

6.3.1 Historically, the third sector have also received funding from health to support Carers via their voluntary sector budget. Over the past three years, opportunities have arisen via Carers Measure monies made available by Welsh Government to support the development of the North Wales Carers Information and Consultation Strategy.

6.3.2 The following services funded by health are available to support Carers in Denbighshire:

Voluntary Sector Budget:

- Crossroads Carers Respite Service – providing respite to Carers who have health problems of their own – undergoing or recovering from treatment or an illness, or attending health appointments.
- Primary Care Facilitator Posts – working to raise awareness of Carers with GP Practices and support the referral route for Carers within primary care.
- Information and support for Carers of adults with mental health conditions.
- Joint commissioning arrangement for the WCD Young Carers Service

Carers Measure funding:

- Dedicated Carers officer post based with BCUHB to manage the implementation of the Carers Measure
- Additional capacity for primary care facilitator posts based with the third sector
- Training for health staff including development of learning modules and training video produced with local Carers.
- Information leaflet for Carers in health settings

- Additional activities, carers groups and respite opportunities, and training for Young Carers.
- Funding for MaryDei social enterprise in Denbigh and surrounding areas, to continue community development approach in finding hidden carers and supporting Carers generally.
- Consultation events to identify the needs of Carers from a health perspective.

#### Dementia Funding:

- Dementia Support Service commissioned with Crossroads to provide information, advice, training, peer support, 1:1 support and assistance to people with dementia, their carers and families.

6.3.3 At the time of writing this strategy, Welsh Government have announced additional funding across Wales to support Carers in relation to the transition from the repeal of the Carers Measure to the implementation of the new SSWB Act. Further guidance is awaited on the allocation of these funds which will be managed by the health boards but it is important that partners work jointly with BCUHB and with Carers to establish priorities for utilising these additional monies.

#### 6.4 Third Sector:

6.4.1 As previously indicated, the third sector have the ability to apply to external funding sources to develop new and innovative services that complement their core functions and address local needs. Examples of these in recent years include:

- NEWCIS Life Skills project supporting Carers back into employment and volunteering opportunities and funded by the Big Lottery
- A joint initiative by the Carers Trust and North Wales Pharmacies to provide comprehensive information to Carers on medication management.
- WCD Young Carers – Carers Trust/Openwork Foundation grants to fund support and activities and after school groups for young carers under 8 years.
- WCD Young Carers – Carers Trust TAS Round 4 grant to work in partnership with the Outward Bound Trust to hold a 5 day residential aimed at young adult carers who are NEET or at risk of becoming NEET. 7 Denbighshire young carers have been offered a place.
- WCD Young Carers – Grants of up to £150 for individual young Carers via Rank Carers Emergency Support fund and Pears Explore More! Support fund.
- WCD Young Carers – Denbigh Rotary Club funding for 2 day residential break for 12 young carers from the Denbigh area.
- The 'Reaching Out' Programme commenced in 2015 and is a collaboration of third sector organisations supporting people with serious mental illness in Wales and their Carers. The programme is funded until 2018 and focuses on the support needs of this group of Carers.
- Mary Dei carer led social enterprise supporting adult carers of all ages. Their community hub is a Vintage Clothes shop in Denbigh. They arrange all kinds of community events to raise awareness of the needs and rights of carers and to raise funds. Their activities are attractive to young people enabling them to access and refer young carers to appropriate services. Recently secured

funding from the Freeman Evans Trust, to establish a Carers Space above the Shop in Denbigh. This will enable them to develop more carer-led activities and support.

## 7. National Developments

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7.1 The new **DEWIS Cymru** website was launched in June 2016. It aims to provide quality information about social care and wellbeing for the citizens of Wales. The website contains a fully searchable database of over 850 resources from across North Wales, which can assist people with their wellbeing needs. It will therefore play a crucial role in helping citizens to access information about resources and services available in their community, and will be a key tool for practitioners when helping people to consider what resources are available to them as part of the “what matters” conversations.

7.2 **Family Point Cymru** is a Website to connect parents and anyone responsible for a child or young person to key services in Wales. You can find local and national support and information and up to date news for your family.

After a year of scoping and development, Family Point Cymru is now available across Wales, offering families a simple way to find information and access to services via the website, phone, text and instant message.

Experienced info-line advisers not only have a wealth of knowledge about services in Wales for families and young people, they have the skills to provide advocacy support if required.

## 8. Acknowledgement - The Denbighshire Carers Strategy Group

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8.1 This Strategy has been developed in partnership with the Denbighshire Carers Strategy Group. This group is a forum of representatives from a wide range of carer organisations. It has a key role in helping to shape relevant local and regional strategies, and other key documents in relation to Carers, as well as the strategic development of services for Carers.

8.2 The group is representative of purchasers and providers of Carers services across all Carer groups, and members ensure that the needs and views of Carers in Denbighshire are taken into consideration by decision makers at local and regional levels. Members consult and communicate with their respective Carer groups/forums in order to represent the views of Carers on the group, share information and experiences in relation to services for Carers, and influence policy development in



relation to Carers by responding to consultation procedures at both a local and national level.

8.3 Members of the group also work in partnership with the statutory and voluntary sector on a regional (North Wales) and sub-regional basis, to develop a regional approach to supporting Carers, ensuring that the interests of Denbighshire Carers are taken into account.

8.4 The Strategy Group was established almost 18 years ago, and provides a good forum for partnership working between the sectors and across different client groups.

## 9. How do we involve Carers in the development of support and services?

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9.1 The new SSWB Act requires that involvement of individuals should happen at all stages of the design and operation of services. Essential to fulfilling this duty will be an approach which is based on co-production principles. This means an approach which:

- Recognises people as assets, and as having a positive contribution to make to the design and operation of services
- Supports and empowers people to get involved with the design and operation of services
- Empowers people to take responsibility for, and contribute to, their own well-being
- Ensures that practitioners work in partnership with people to achieve personal outcomes at an individual and service level
- Involves people in designing outcomes for services.

9.2 In partnership with the Betsi Cadwaladr University Health Board, all local authorities in North Wales are required to undertake a population needs assessment by the end of March 2017. A broad range of individuals, groups and organisations **must** be involved in this process, and have an opportunity to articulate what they perceive the needs in an area are, including the needs of carers, and what services are needed to meet those needs, including in terms of preventative services.

9.3 Currently, there are several ways that Carers can have an input into the development of support and services. This ranges from gathering evidence and information through contract monitoring arrangements with service providers, social services feedback questionnaires, and consultation with Carers. The opportunities for consultation with Carers can happen in several ways:

- Denbighshire Carers Strategy Group – comprises officers from voluntary organisations that support and represent Carers, and provides an effective means of consultation with the Carer groups and forums across a wide spectrum of caring roles.

- Caniad North Wales service user and carer involvement service for substance misuse and mental health. This service is managed jointly by Cais and Hafal and provides opportunities for service users and Carers to be involved in the development and planning of services.
- Betsi Cadwaladr University Health Board North Carers Reference Group is a recently established forum with Carer representation from across the region. The aim of the group is to offer advice and feedback to the Health Board on the impact of services on Carers and to help create a culture of carer involvement at all levels within the Health Board.

9.4 It is important that the current arrangements and opportunities for engagement are fully utilised and further developed in order to meet the requirements of the new Act.

## 10. How will we know that the Strategy is making a difference to the lives of Carers in Denbighshire?

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### ***Well Being Outcomes***

#### **WHAT IS WELL-BEING?**

“I know and understand what care, support and opportunities are available to me and I get the help I need, when I need it, in the way I want it”

10.1 The new Social Services & Well Being (Wales) Act will improve well-being for people who need care and support, and carers who need support. “Well-being” relates to all areas of a person’s life and is defined in relation to a person regarding any of the following:

#### **Outcome 1: PHYSICAL & MENTAL HEALTH & EMOTIONAL WELL-BEING**

“I am happy and I am healthy”

#### **Outcome 2: PROTECTION FROM ABUSE & NEGLECT**

“I am safe and protected from abuse and neglect”

#### **Outcome 3: EDUCATION, TRAINING & RECREATION**

“I can learn and develop to my full potential and I can do the things that matter to me”

#### **Outcome 4: CONTRIBUTION TO SOCIETY**

“I can engage and participate and I feel valued in society”

#### **Outcome 5: DOMESTIC, FAMILY & PERSONAL RELATIONSHIPS**

“I belong and I have safe and healthy relationships”

#### **Outcome 6: SECURING RIGHTS & ENTITLEMENTS**

“My rights are respected, I have voice & control, I am involved in making decisions that affect my life, my individual circumstances are considered. I can speak for myself or have someone who can do it for me, and I get care through the Welsh language if I need it.

## **Outcome 7: SUITABILITY OF LIVING ACCOMMODATION**

“I have suitable living accommodation that meets my needs”

## **Outcome 8: SOCIAL & ECONOMIC WELL-BEING**

“I am supported to work, I have a social life and can be with people that I choose, I do not live in poverty and I get the help I need to grow up and be independent”

10.2 The new Act will place a far greater focus on the outcomes achieved for individuals who require care and support, and Carers who need support. The assessment review process will capture the progress made by an individual in achieving his or her identified goals and outcomes. Customer satisfaction and customer experience are very important elements of ensuring quality services are being provided, and Denbighshire local authority will continue to use its ‘Have your say’ questionnaire which asks customers (service users and Carers) about their experiences of the support they receive.

10.3 This approach will be reflected in the contractual and monitoring requirements with providers of services in Denbighshire including third sector provider organisations providing services for Carers – all contracts will include outcomes for Carers.

## **11. Action Plan [Appendix 1]**

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11.1 This sets out areas of development that will continue to improve the support available to Carers in Denbighshire. The Denbighshire Carers Strategy Group will oversee the development of the Strategy Action Plan, and will regularly monitor progress against the Plan.

11.2 The actions outlined will ensure that support for Carers in Denbighshire:

- meets the requirements of new legislation
- supports the new approach to supporting independence
- will be consistent with other local authorities in Wales
- will be consistent with the priorities of the Welsh Government

And, most importantly, meets the needs of Carers living in Denbighshire.

## APPENDIX 1

### Denbighshire Carers Strategy

June 2016 – June 2019

## ACTION PLAN

This action plan is integral to the Denbighshire Carers Strategy which was developed jointly between Denbighshire Local Authority, Betsi Cadwaladr University Health Board and third sector partners who have an interest in supporting Carers in Denbighshire. The action plan is a living document and as such will be subject to change as and when required.

The actions have been identified by members of the Carers Strategy Group, and evidenced by the needs of Carers they support.

The actions are mapped against the outcomes for citizens in the new Social Services and Well Being (Wales) Act 2014, and also the key themes of the Betsi Cadwaladr University Health Board's Plan for the Central Region (Conwy & Denbighshire).

<b>Social Services and Well Being (Wales) Act Outcomes:</b>	<b>BCUHB Priorities for North Wales Central Region (Conwy and Denbighshire) :</b>
<ol style="list-style-type: none"><li>1. Physical &amp; Mental Health &amp; Emotional Well-Being</li><li>2. Education, Training &amp; Recreation</li><li>3. Contribution to Society</li><li>4. Domestic Family &amp; Personal Relationships</li><li>5. Protection from Abuse &amp; Neglect</li><li>6. Securing Rights &amp; Entitlements</li><li>7. Social &amp; Economic Well-Being</li></ol>	<ol style="list-style-type: none"><li>1. Improving Health &amp; Wellbeing and health inequality.</li><li>2. Working in Partnership</li><li>3. Improving Outcomes of Care</li><li>4. Respecting the individual and respect dignity.</li><li>5. Listening and Learning from the experiences of the individual.</li><li>6. How we use our resources.</li></ol>

8. Suitability of Living Accommodation	7. How we support, train and develop our staff
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### List of abbreviations:

<b>DCSG</b>	Denbighshire Carers Strategy Group	<b>WCD</b>	Wrexham, Conwy & Denbighshire Young Carers Service
<b>NEWCIS</b>	North East Wales Carers Information Service	<b>SSWBA</b>	Social Services & Well Being (Wales) Act
<b>DCSS</b>	Denbighshire Community Support Services	<b>CAB</b>	Citizens Advice Bureau
<b>CCO</b>	Carers Commissioning Officer – Denbighshire	<b>MIS</b>	Management Information System
<b>E&amp;CS</b>	Education & Children’s Services	<b>NWSSIC</b>	North Wales Social Services Improvement Collaborative
<b>BCUHB</b>	Betsi Cadwaladr University Health Board		

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
1.North Wales Population Needs Assessment	Establish links with responsible officers to ensure that organisations in Denbighshire are engaged in the process, and the PNA includes and reflects the needs of Carers in Denbighshire	All	All	All / Sarah Bartlett, Regional PNA Project Manager	July/August 2016	Stakeholder mapping in progress.
2.Ensure Carers understand the ethos and provisions of the new SSWBA	Review current information available to Carers, (across all sectors) ensuring that the messages fit with the new Act and Denbighshire’s approach	All	1, 2, 4	All	July 2016	

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	<p>Training for Third Sector Staff on the new Act.</p> <p>Arrange information and awareness raising sessions for Carers via groups and forums – possible use of Care Council for Wales training material.</p>	All		DCSG	September onwards	
		All		All	September onwards	
3.Ensure health and social care staff understand the implications of the new SSWBA in regard to Carers	<p>Review current training modules and develop integrated training for LA and health cluster staff and complex disabilities team.</p> <p>Further development of training for health staff</p>	All	All	CCO/DCC Workforce Development	September 2016	
				BCUHB – Carers Measure Project Manager		
4. Ensure staff in education services understand the implications of the new SSWB in regard to Carers, and in particular in regard to Young Carers	<p>Carers and Young Carers to be included in relevant policies and procedures.</p> <p>Awareness raising with relevant staff.</p>	1,2,3	1	WCD/E&CS Lead officers/CCO	Oct – Dec 2016	
				WCD		
				WCD		

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	Target Health & Well Being Groups in schools to identify Young Carers and refer for support					
5. Ensure DCSS staff for adult services incorporate the needs of young carers in working practice	Develop good practice guidance and operational process for DCSS adult services staff	All	1,2,4,5	CCO / E&CS Lead Officer / SPoA Manager	Oct – Dec 2016	
6. Ensure Carers know how to access information and support for themselves and the person they care for.	Promoting access to Talking Points, Clinics (complex disabilities), DEWIS, Third Sector organisations and SPoA.	All	1, 2, 4	All	Ongoing	
	NEWCIS Lottery Bid –includes Increased capacity for Well Being Officers to provide one to one support for Carers	All	1, 2, 4	NEWCIS	2015 – 2018	
	Delivery of ‘Reaching Out’ Programme for Carers of adults with serious mental health. (All Wales)	All	1, 2, 4	Hafal & Caniad	2016 Campaign	
	Mary Dei – further development of community	All	1, 2, 4	Mary Dei	Ongoing	



Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	based approach to identify, inform, advocate and involve Carers in Denbigh & surrounding areas.					
7. Ensure communities in Denbighshire are 'Carer aware'	<p>Agree priorities for NEWCIS Community Support Project</p> <p>Promotion of Talking Points in Denbighshire</p> <p>Mary Dei – further development of community based approach to identify, inform, advocate and involve Carers in Denbigh &amp; surrounding areas.</p>	All	<p>1, 2, 4</p> <p>1, 2, 4</p> <p>1,2,4</p>	<p>NEWCIS/CCO</p> <p>DCSS Talking Points Co-ordinator / All</p> <p>Mary Dei</p>	<p>May 2016</p> <p>Ongoing</p> <p>Ongoing</p>	
8. Assessing the needs of adult Carers in line with the ethos and requirements of the new Act	<p>Review DCC policy and procedures in line with requirements of new Act.</p> <p>Piloting the use of What Matters 2 to identify outcomes and support needs of Carers.</p>	All	<p>1, 2, 4, 5</p> <p>1,2,4,5</p> <p>1,2,4,5</p>	<p>CCO/DCSS Senior Man &amp; Policy Officers</p> <p>CCO/MIS Officers/ Carers Champions</p>	<p>September 2016</p> <p>July – September 2016</p>	

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	<p>Agree process for Carers eligible for formal support plan, including review process.</p> <p>Evaluate the effectiveness of the Carers Champions pilot and agree a model/service specification for the future.</p> <p>Review Carer Assessment tools and processes currently in use by CMHTs, in line with requirements of new Act.</p>	<p>All</p> <p>All</p>	<p>1, 2, 4, 5, 6, 7</p> <p>1, 2, 4, 5, 7</p>	<p>CCO/DCSS Senior Man &amp; Policy Officers/MIS Officers</p> <p>CCO/NEWCIS</p> <p>CCO/CMHTs/Hafal/Caniad</p>	<p>End September 2016</p> <p>June – August 2016</p> <p>January 2017</p>	
9. Assessing the needs of Young Carers in line with the ethos and requirements of the new Act	Joint working with current provider to ensure processes are in place in line with the new Act.	All	1, 2, 4, 5	E&CS Lead Officer / WCD	July 2016	
10. Ensure involvement of the carer in the assessment of the person with care needs, and consider the appropriateness of joint assessments	<p>Review DCC policy and procedures in line with requirements of new Act</p> <p>Explore the benefits and feasibility of adopting a family conference model to</p>	All	1, 2, 3, 4, 6, 7	<p>CCO/DCSS Policy Officers</p> <p>DCSG/DCSS Senior Officers</p>	<p>September 2016</p> <p>October 2016</p>	

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	situations within adult services where appropriate.					
11. Assessing the needs of young carers in line with the ethos and requirements of the new Act.	Review DCC policy and procedures in line with requirements of new Act  Map process for referral of young Carers for assessment and support	All	1, 2, 3, 4, 6, 7	E&CS lead officers/WCD/CCO  E&CS lead officers/WCD/CCO	July – Sept 2016  July – Sept 2016	
12.Support for Carers in Primary Care	Continued funding for third sector primary care facilitator posts. Agree priorities for posts for funding period	1, 2, 3, 4, 5, 6, 7	1, 2, 3, 4, 7	BCUHB/GP practices/Third Sector	July – September 2016	
13. Royal Alex Community Hospital Project	Involvement of Carers and Third Sector organisations in the design and development of services	1, 3, 4, 5, 6, 7	All	BCUHB	Summer 2016 onwards	
14. Development of Ty Nant (Prestatyn LACH) Primary Care Project	Involvement of Carers and Third Sector in the planning and development of services	1, 3, 4, 5, 6, 7	All	BCUHB	Summer 2016 onwards	
15.Access to independent professional advocacy for Carers	Ensure commissioning arrangements for adults will include provision for Carers.	1,4,5,6,7	1, 2, 4,	CCO/DCC Commissioning Officer – adults		

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	NEWCIS – Submission of Lottery Bid to include formal /regulated advocacy service  Explore gap in service for young carers not involved in statutory services.			NEWCIS  DCSG	June 2016  Autumn 2016	
16.Counselling services for Carers	NEWCIS – Submission of Lottery Bid to include counselling service for Carers  Explore statutory provision of counselling services for Carers	1,4,5	1, 2, 4	NEWCIS  DCSG	June 2016  Autumn 2016	
17.Ensure Carers have access to a range of training opportunities to support caring role	Agree joint approach Joint with workforce development, Health, CCO and 3 <sup>rd</sup> Sector.	2	1, 3, 5	All/DCC Workforce Development	Oct – Dec 2016	
18.Welfare Rights Information and Support	NEWCIS – Submission of Lottery Bid to include information and support on Welfare rights issues	1,6	1	NEWCIS		
19. Increase capacity to support Young Carers (1:1 and group sessions)	Submit three year funding bid to Children in Need	All	1	WCD	June 2016	

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
20.Support for Carers of individuals of substance misuse	Map support currently available and identify any gaps in support	All	1, 2, 5	CCO / Caniad/ Substance Misuse team		
21.Meeting the assessed needs of Carers	Development of support budgets for Carers.  Further develop the provision of flexible sitting services by the independent sector.  Review of DCC Policy and Procedure on Assessment and Meeting Needs	1,2,3,4,7	1	CCO/DCC Commissioning – adults	July 2016 onwards  July 2016 onwards  July – Oct 2016	
22.Support for Carers when caring ends	Evaluation of ‘bereavement support’ model commissioned with NEWCIS	1,2,3,4,6	1, 5	NEWCIS / CCO	End June 2016	
23. Support for Carers wanting to gain employment, re-train or re-enter workforce.	Development of North Wales Opus Project	1,2,3,6,7	1, 4	Ann Weir, DCC Comm Development Officer	Due to commence April-Jun 2016	
24.Volunteering Opportunities for Carers	Support development of Volunteering Co-ordinator Post	1,2,3,7	1, 2, 5, 6, 7	NEWCIS	May 2016 onwards	

<b>Development Area</b>	<b>Action</b>	<b>SSWB Outcomes</b>	<b>BCUHB Priorities</b>	<b>By Whom</b>	<b>By When</b>	<b>Progress</b>
25. 'Tackling Poverty' Agenda	Ensure support for Carers including advice on finance and housing	1,4,5,6,7,8	1	CCO, WCD, CAB	Autumn 2016	