

### Denbighshire Carers Strategy

June 2016 – June 2019

### ACTION PLAN

Update May 2017

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> <li>8. Suitability of Living Accommodation</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> <li>7. How we support, train and develop our staff</li> </ol>

**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	<b>SCiP</b>	Social Care in Partnership [NW Training Collaborative]
<b>WCD</b>	Wrexham, Denbighshire & Conwy Young Carers Service		

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  March 17 onwards	Needs assessment completed & submitted to WG by March 17.  Working in partnership with new regional Carers Business Manager to develop Regional Business Plan.
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	June 2017	DCC leaflets & website revised  New module for Carers on DEWIS complete & live.  Carers Wales booklet Carers & New Act used locally

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	Training for Third Sector Staff on the new Act.	All		All / SCiP	September 16 onwards  January 17 onwards	Third Sector partners & BCUHB working on updating information  Training delivered by SCiP and well attended by Third Sector staff. Some organisations eg NEWCIS, Crossroads have arranged own training. Monitor further training needs
	Arrange information and awareness raising sessions for Carers via groups and forums – possible use of Care Council for Wales training material.	All		All		Third Sector Partners to arrange via forums/groups. Development of Regional Leaflet for citizens – awaiting completion

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3.Ensure health and social care staff understand the implications of the new SSWBA in regard to Carers	Review current training modules and develop integrated training for LA and health cluster staff, reablement team, and complex disabilities team.	All	All	CCO/DCC Workforce Development	Nov/Dec 16	Training module for reablement staff completed & training delivered.
					May 17	Training module for cluster staff & complex needs deferred to pending decisions on use of current What Matters forms to enable more proportionate assessing
	Further development of training for health staff			BCUHB – Carers Lead Officer	Nov 16 onwards	New BCUHB Carers Project Officer came into post Nov 16, & progressing work with training for health staff.
4. Ensure staff in education services understand the	Carers and Young Carers to be included in relevant policies and procedures.	1,2,3	1	WCD/E&CS Lead officers/CCO	Dec 2016	Agreed associate membership of Families First Officer and WCD

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implications of the new SSWBA in regard to Carers, and in particular in regard to Young Carers	<p>Awareness raising with relevant staff.</p> <p>Target Health &amp; Well Being Groups in schools to identify Young Carers and refer for support</p>			<p>WCD</p> <p>WCD</p>		<p>representation on the once per half term "Health and Well Being Group (School Settings 3 – 18)".</p> <p>Linking work on the Carers Strategy Action Plan, particularly around Young Carers, with the work of the above group (now included in Terms of Reference for the Group.</p> <p>Draft Young Carers Pathway for Support going to above Group for consideration 17 May</p>
5. Ensure DCSS staff for adult services incorporate the	Develop good practice guidance and operational	All	1,2,4,5	CCO / E&CS Lead Officer / SPoA Manager	Jan – Mar 17	Young Carers Pathway for Support – draft developed. To be

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needs of young carers in working practice	process for DCSS adult services staff					included in guidance for DCSS staff.
6. Ensure Carers know how to access information and support for themselves and the person they care for.	Promoting access to Talking Points, [Clinics for complex disabilities*], DEWIS, Third Sector organisations and SPoA.  [*Complex disabilities clinics have now merged with TPs]	All	1, 2, 4	All	Oct 16  Oct 16	Carers are offered appointment for assessment at Talking Points.  Increase in number of Comm Navigators. All inducted in process for Carers assessments, third sector support & services for Carers  Range of Carer information available in Talking Points.  Carers Week in June will be promoted across all Talking Points.

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	NEWCIS Lottery Bid –to include increased capacity for Well Being Officers to provide one to one support for Carers	All	1, 2, 4	NEWCIS	Apr 17	<p>Joint working with NEWCIS to improve pathway for Carers between Talking Points, NEWCIS and Single Point of Access.</p> <p>Bid successful. Additional services commenced 1/4/17.</p>
	Delivery of ‘Reaching Out’ Programme for Carers of adults with serious mental health. (All Wales)	All	1, 2, 4	Hafal & Caniad	2016 Campaign	Hafal, Denbighshire piloting amended resource pack for Carers based on SSWBA.



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	Mary Dei – further development of community based approach to identify, inform, advocate and involve Carers in Denbigh & surrounding areas.	All	1, 2, 4	Mary Dei		Currently considering delivery of future services.
7. Ensure communities in Denbighshire are 'Carer aware'	Agree priorities for NEWCIS Community Support Project	All	1, 2, 4	NEWCIS/CCO	Mar 17	NEWCIS Community Project ended 31 March 17. Evaluation completed. Agreement reached on sustainable elements of project inc. links with community based Carer links, Carers Leisure Card & Carer awareness training module for colleges.

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	<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>		<p>1, 2, 4</p> <p>1,2,4</p>	<p>DCSS Talking Points Co-ordinator / All</p> <p>Mary Dei</p>	Ongoing	<p>Progress as highlighted in Action 6</p> <p>Currently considering future delivery of their services.</p>
8. Assessing the needs of adult Carers in line with the ethos and requirements of the new Act	Review DCC policy and procedures in line with requirements of new Act.	All	1, 2, 4, 5	CCO/DCSS Senior Man & Policy Officers	September 2016	North Wales Regional Policy in relation to Assessment & Eligibility for Managed Care & Support for adults, children & carers - developed jointly by all 6 LAs & BCU. Completed Sep 16. No separate policy for Carers as

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	Piloting the use of What Matters 2 to identify outcomes and support needs of Carers.	All	1,2,4,5	CCO/MIS Officers/ Carers Champions	July – September 2016	previously. Policy will be available on DCC website.  WM2 now being used by all practitioners to assess Carers. Working well to identify outcomes for Carers.
	Agree process for Carers eligible for formal support plan, including review process.	All	1,2,4,5	CCO/DCSS Senior Man & Policy Officers/MIS Officers	July 2017  Apr 17	Current guidance being reviewed. Guidance will link to regional policy on Assessment & Eligibility for Managed Care & Support.  Scrutiny at Carers Panel in line with asset based approach resulting in innovative solutions in

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	Evaluate the effectiveness of the Carers Champions pilot and agree a model/service specification for the future.	All	1, 2, 4, 5, 6, 7	CCO/NEWCIS	June – August 2016	<p>partnership with Carers.</p> <p>Further work ongoing across the service to ensure more proportionate levels of assessment.</p> <p>Evaluation of Carers Champions pilot, and service specification completed. Tender process also complete for new 3 year contract. New service will commence 1/7/17.</p>

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	Review Carer Assessment tools and processes currently in use by CMHTs, in line with requirements of new Act.	All	1, 2, 4, 5, 7	DCSS/CCO/CMHTs/ Hafal/Caniad	Mar 17	Work will be incorporated into modernisation of MH services (3 workshops held in Apr & May), and linked with Hafal 'Reaching Out' programme. WG guidance on interface between SSWBA & Mental Measure is also currently awaited.
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	Jan 2017	Work has been ongoing between the Commissioning Group and the current provider since May/June 2016 to implement processes to gather information required by LAs for reporting in line with the New Act. This

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						information is now available.
10. Ensure involvement of the carer in the assessment of the person with care needs, and consider the appropriateness of joint assessments	Review DCC policy and procedures in line with requirements of new Act	All	1, 2, 3, 4, 6, 7	CCO/DCSS Policy Officers	Jun 17	<p>NW Regional Policy developed (see 8 above) for adults, children &amp; carers.</p> <p>DCC 'Rolling Programme' in place to support staff in implementing new Act (Topics: Assessment &amp; Eligibility Criteria; Support Budgets; Continuing Health Care)</p>
	Explore the benefits and feasibility of adopting a family conference model to situations within adult services where appropriate.			DCSG/DCSS Senior Officers	Jan 18	<p>Delayed due to demands and priorities on implementation of new Act.</p>

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11.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	Sep 2017	BCUHB leading on review of posts. Funding agreed to Oct 17 pending completion of review. Possible shift to new Community support model (Primary Care & Community Hospitals)
12. 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	BCU Senior Project Officers attended Carer Strat Group x 2 meetings to inform outline business case. Now progressing to full business case.  BCU will maintain contact with group for input as project progresses.
13. Development of Ty Nant (Prestatyn	Involvement of Carers and Third Sector in the	1, 3, 4, 5, 6, 7	All	BCUHB	Summer 2016 onwards	Some peripheral involvement of third sector partners.

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IACH) Primary Care Project	planning and development of services					Seeking steer via Denbighshire Partnership Thursday.
14.Access to independent professional advocacy for Carers	<p>Ensure commissioning arrangements for adults will include provision for Carers.</p> <p>NEWCIS – Submission of Lottery Bid to include formal /regulated advocacy service</p>	1,4,5,6,7	1, 2, 4,	<p>CCO/DCC Commissioning Officer – adults</p> <p>NEWCIS</p>	<p>Apr 16</p> <p>Aug 17</p> <p>Jun 17</p>	<p>Commissioning of service for over 65 complete &amp; operational.</p> <p>Commissioning options for service for under 65's under discussion. Option to refer Carers to new NEWCIS service.</p> <p>NEWCIS bid successful. Service commenced 1/4/17.</p>



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	Explore gap in service for young carers not involved in statutory services.			DCSG	Autumn 2016	Young Carers eligible to access services of Young Advocate Officer (CADMAS – Conwy and Denbighshire Mental Health Advocacy Service) who are part of the Youth Support Consortium - link via Families First.
15.Counselling services for Carers	NEWCIS – Submission of Lottery Bid to include counselling service for Carers	1,4,5	1, 2, 4	NEWCIS	Jun 2016	NEWCIS bid successful but will not include provision of counselling.
	Explore statutory provision of counselling services for Carers			DCSG	July 2017	CCO currently mapping service provision. Highlighted

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						as a gap for Carers in Regional Population Assessment.
16.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	July 17	CCO currently mapping service provision.  Carers are able to access relevant DCC training courses.
17.Welfare Rights Information and Support	NEWCIS – Submission of Lottery Bid to include information and support on Welfare rights issues	1,6	1	NEWCIS	Jun 16	NEWCIS lottery bid successful. Service commenced 1/4/17.  Carers are accessing newly contracted CAB services with good feedback.
18. 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	Bid successful. Funding for additional groups & outreach workers including

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						additional works for Rhyl & Prestatyn – commenced Nov 16
19.Support for Carers of individuals of substance misuse	Map support currently available and identify any gaps in support	All	1, 2, 5	CCO / Caniad/ Denbighshire Substance Misuse Team	Oct 2017	Links made with Denbighshire SMAT team. Carers Consultation event held. Questionnaire being drawn up to gain further evidence of support needs. Support model will then be agreed with Carers & funding sources identified.
20.Meeting the assessed needs of Carers	Development of support budgets for Carers.	1,2,3,4,7	1	CCO/DCC Commissioning – adults	July 2016 onwards	Gradual progress with encouraging use of support budgets for Carers to allow greater choice & control to meet eligible needs. Support Budget Project team established to support

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	<p data-bbox="497 612 855 778">Further develop the provision of flexible sitting services by the independent sector.</p> <p data-bbox="497 1038 842 1158">Review of DCC Policy and Procedure on Assessment and Meeting Needs</p>				<p data-bbox="1480 612 1608 687">July 2016 onwards</p> <p data-bbox="1480 1086 1686 1121">July – Oct 2016</p>	<p data-bbox="1736 325 2033 517">staff to be more confident in incorporating support budgets into support planning.</p> <p data-bbox="1736 612 2033 879">Links with newly established DCSS Commissioning Cycle Group. Work Plan will consider support for providers to work to individual outcomes.</p> <p data-bbox="1736 1046 2033 1238">NW Regional Policy &amp; Procedure for adults, children &amp; Carers completed (see Action 8 above) .</p>

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					Sep 2017	Current guidance being reviewed, including provision of support when cared for is funded by CHC.
21.Support for Carers when caring ends	Evaluation of 'bereavement support' model commissioned with NEWCIS	1,2,3,4,6	1, 5	NEWCIS / CCO /WFD	End June 2017	Evaluation provided to DCC Workforce Development. Sustainability of service being considered.
22. 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	Jan 17	Project officers recruited. Referral process commenced Feb 2017. Training on Carer awareness & services support offered.
23.Volunteering Opportunities for Carers	Support development of Volunteering Co-ordinator Post	1,2,3,7	1, 2, 5, 6, 7	NEWCIS	May 2016 onwards	NEWCIS Volunteer Co-ordinator now in post and actively recruiting

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						Carers who wish to access volunteering opportunities.
24. 'Tackling Poverty' Agenda	Ensure support for Carers including advice on finance and housing	1,4,5,6,7,8	1	CCO, WCD, CAB	Autumn 2017	Meeting arranged with Paul Barnes, DCC Corporate Officer to discuss way forward.