

Denbighshire Carers Strategy

June 2016 – June 2019

ACTION PLAN

Update November 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).

Social Services and Well Being (Wales) Act Outcomes:	BCUHB Priorities for North Wales Central Region (Conwy and Denbighshire) :
<ol style="list-style-type: none"> 1. Physical & Mental Health & Emotional Well-Being 2. Education, Training & Recreation 3. Contribution to Society 4. Domestic Family & Personal Relationships 5. Protection from Abuse & Neglect 6. Securing Rights & Entitlements 7. Social & Economic Well-Being 8. Suitability of Living Accommodation 	<ol style="list-style-type: none"> 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

List of abbreviations:

DCSG	Denbighshire Carers Strategy Group	WCD	Wrexham, Conwy & Denbighshire Young Carers Service
NEWCIS	North East Wales Carers Information Service	SSWBA	Social Services & Well Being (Wales) Act
DCSS	Denbighshire Community Support Services	CAB	Citizens Advice Bureau
CCO	Carers Commissioning Officer – Denbighshire	MIS	Management Information System
E&CS	Education & Children’s Services	NWSSIC	North Wales Social Services Improvement Collaborative
BCUHB	Betsi Cadwaladr University Health Board	SCiP	Social Care in Partnership [NW Training Collaborative]
WCD	Wrexham, Denbighshire & Conwy Young Carers Service	SCWDP	Social Care Workforce Development Partnership

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	Needs assessment completed & submitted to WG by March 17. Draft Regional Business Plan for Carers drawn. Workshop event with partners 7/12/17 to agree way forward in design & delivery of Carers services across North Wales.
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	All	1, 2, 4	All	June 2017	DCC leaflets & website revised New module for Carers on DEWIS complete & live.

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	<p>Act and Denbighshire's approach</p> <p>Training for Third Sector Staff on the new Act.</p>	All		All / SCiP	September 16 onwards	<p>Carers Wales booklet 'Carers & New Act' and regional leaflet et 'How do I Access Care & Support in North Wales' available locally and on line.</p> <p>Third Sector partners information updated.</p> <p>Training delivered by SCiP. Well attended by Third Sector staff. Some organisations eg NEWCIS, Crossroads have arranged own training. Further training</p>

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	Arrange information and awareness raising sessions for Carers via groups and forums – possible use of Care Council for Wales training material.	All		All	January 17 onwards	requirements to be highlighted via Carers Strategy Group. Third Sector Partners to arrange via forums/groups. Development of Regional Leaflet for citizens – completed.
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 May 17	Training module for reablement staff & SPoA Staff completed. Agreement for awareness sessions to be delivered to cluster staff on an ongoing basis.

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
	Further development of training for health staff			BCUHB – Carers Lead Officer	Nov 16 onwards	Use of NHS Carer E Learning module promoted for staff. Good uptake amongst mental health services staff. Pursuing mandatory training for health staff.
4. Ensure staff in education services understand the implications of the new SSWBA in regard to Carers, and in particular in regard to Young Carers	Carers and Young Carers to be included in relevant policies and procedures. Awareness raising with relevant staff.	1,2,3	1	WCD/E&CS Lead officers/CCO WCD	Dec 2016	Agreed associate membership of Families First Officer and WCD representation on the once per half term “Health and Well Being Group (School Settings 3 – 18)”. Linking work on the Carers Strategy Action

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	Target Health & Well Being Groups in schools to identify Young Carers and refer for support			WCD		<p>Plan, particularly around Young Carers, with the work of the above group (now included in group's Terms of Reference.</p> <p>Young carers Pathway for Support agreed by Well Being Group.</p> <p>Rhyl High School involved in Carers Trust 'Young Carers in Schools' Initiative – includes training for staff on how young carers can be supported.</p> <p>Regional pilot scheme based on above model in</p>

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						place with primary schools.
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	Jan – Mar 17	Young Carers Pathway for Support 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	Community Navigators inducted in Carer Awareness, process for Carers assessments, & third sector support available. Range of Carer information available in 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 & Single Point of Access.</p> <p>Carers are offered appointment for assessment at Talking Points.</p> <p>Talking Points supported by NEWCIS staff & volunteers.</p> <p>Bid successful. Additional services commenced 1/4/17.</p>

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	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 piloted service resource pack for Carers to ensure it complements approach of SSWBA
	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.

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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 31.1.17. 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. Resource Pack provided for Health & Social Care Tutors at Llandrillo College.
	Promotion of Talking Points in Denbighshire		1, 2, 4	DCSS Talking Points Co-ordinator / All	Ongoing	
	Mary Dei – further development of		1,2,4			

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	community based approach to identify, inform, advocate and involve Carers in Denbigh & surrounding areas.			Mary Dei		Progress as highlighted in Action 6 Currently considering future delivery of their services.
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 previously. Policy

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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	September 2017	will be available on DCC website.
	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	Use of WM2 across whole service since reviewed to ensure more proportionate assessment approach. New process includes greater use of What Matters (1) and a Simple Support Plan for Carers requiring ongoing support. All practitioners trained in new process
					Apr 17	Guidance reviewed & amended.

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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>Guidance links to regional policy on Assessment & Eligibility for Managed Care & Support.</p> <p>Ongoing scrutiny at Carers Panel in line with asset based approach resulting in innovative solutions in partnership with Carers.</p>
	Review Carer Assessment tools and processes currently in use by CMHTs,	All	1, 2, 4, 5, 7	DCSS/CCO/CMHTs/Hafal/Caniad	Mar 17	<p>Evaluation of Carers Champions pilot, and service specification completed. Tender process also complete for new 3 year</p>

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	in line with requirements of new Act.					<p>contract. New service commenced 1/7/17.</p> <p>BCUHB auditing acute and community mental health services against Carers Triangle of Care (Carers Trust) and Action Plans being agreed to improve Carer awareness & support.</p>
9. Assessing the needs of Young Carers in line with the ethos and	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

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requirements of the new Act						since May/June 2016 to implement processes to gather information required by LAs for reporting in line with the New Act. This 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	NW Regional Policy developed (see 8 above) for adults, children & carers. DCC 'Rolling Programme' in place to support staff in implementing new Act (Topics: Assessment & Eligibility Criteria;

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	Explore the benefits and feasibility of adopting a family conference model to situations within adult services where appropriate.			DCSG/DCSS Senior Officers	Jan 18	Support Budgets; Continuing Health Care) Delayed due to demands and priorities on implementation of new Act.
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 & NEWCIS piloting Carer support post on Stroke Unit at Glan Clwyd Hospital.
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	Carer Strat Group consulted to inform BCUHB business case. BCU will maintain contact with group for input as

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						project progresses.
13. Development of Ty Nant (Prestatyn IACH) 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	Some peripheral involvement of third sector partners. Seeking steer via Denbighshire Partnership Thursday.
14. 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	Apr 16 Aug 17	Commissioning of service for over 65 complete & operational. Commissioning options for service for under 65's under discussion. Option to refer Carers to new NEWCIS service.

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	<p>NEWCIS – Submission of Lottery Bid to include formal /regulated advocacy service</p> <p>Explore gap in service for young carers not involved in statutory services.</p>			<p>NEWCIS</p> <p>DCSG</p>	<p>Jun 17</p> <p>Autumn 2016</p>	<p>NEWCIS bid successful. Service commenced 1/4/17.</p> <p>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.</p>

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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. Counselling service now being offered.
	Explore statutory provision of counselling services for Carers			DCSG	July 2017	For further discussion at regional level with health. Service currently available via NEWCIS and BCUHB Parabl service.
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 rd Sector.	2	1, 3, 5	All/DCC Workforce Development	July 17	Organisations supported to ensure details of all training entered onto DEWIS.

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						Carer Representation agreed on local SCWDP group to identify training needs and co-ordinate provision.
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 can also access DCC commissioned service with Citizens Advice Denbighshire.
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

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						workers including 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 Substance Misuse (SMAT) team. Some consultation with Carers undertaken by SMAT team. Gap in service highlighted in Regional Population Assessment. For further discussion at regional level.

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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	NW Regional Policy & Procedure for adults, children & Carers completed (see Action 8 above) .
	Further develop the provision of flexible sitting services by the independent sector.				Oct 2017	Increase in number of Carers managing their own support budgets to meet their identified outcomes. DCSS piloting 'Bridging the Gap' short breaks voucher scheme with NEWCIS

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	Review of DCC Policy and Procedure on Assessment and Meeting Needs				July – Oct 2016	<p>(working in partnership with local providers). Target group = Carers who don't want statutory intervention. Pilot funded by Carers Respite Grant.</p> <p>Current guidance reviewed & amended.</p>
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	Good evaluation of model. Future provision will be considered based on demand.

Appendix 1

Development Area	Action	SSWB Outcomes	BCUHB Priorities	By Whom	By When	Progress
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 Carers who wish to access volunteering opportunities. DCSS supporting NEWCIS to consider volunteering opportunities.

