



Support and Services for carers

A survey of Local Health Boards in Wales



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Carers UK is registered in England and Wales as a company limited by guarantee number 864097
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Introduction

Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner. Carers give so much to society yet as a consequence of caring, they experience ill health, poverty and discrimination.

Carers Wales is the voice of carers. We are part of Carers UK and are here to improve carers' lives. We do this by:

- campaigning for the changes that make a real difference for carers
- providing information and advice to carers about their rights and how to get support
- mobilising carers and supporters to influence decision-makers
- gathering hard evidence about what needs to change
- transforming the understanding of caring so that carers are valued and not discriminated against

Carers Wales makes the Welsh Assembly Government aware of issues in relation to service planning and provision for carers across Wales.

In 2005/6 we conducted a survey of the support and services available to carers from the 22 Local Authorities in Wales. Many of the recommendations we made in that report have been implemented, but some are still to be acted upon.

'Designed for Life', the 10 year strategic plan for the NHS in Wales, is changing the way that health services are delivered. Carers Wales felt it would be useful to gather information from each Local Health Board in Wales with regard to what support and services are currently available or planned for carers. This will hopefully enable us to track changes in the future.

Carers provide over 70%¹ of health and social care in Wales. The value of care and support provided by unpaid carers in Wales is now £5.69 billion each year², yet many suffer ill health as a result of their caring responsibilities through lack of adequate support.

A questionnaire was sent to all Chairs and Chief Executives of the Local Health Boards (LHBs) in Wales explaining the issues for carers and asking them to complete the survey form.

Unlike our previous survey with the Local Authorities, when we received a 100% response, only 13 of the 22 Boards returned the completed questionnaire. This report is therefore a less complete picture than the earlier survey.

Carers Wales wishes to thank the following LHBs for their valued responses: Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Gwynedd, Monmouthshire, Neath Port Talbot, Newport, Powys, Rhondda Cynon Taff, Wrexham, and the Vale of Glamorgan.

Carers Wales hopes this report will provide some insight into the support and services which are currently available to some carers in Wales from the LHBs in Wales, and it identifies gaps or risks that exist. We hope it will influence the planning of future services that will better meet the needs of carers and the people they look after.

Maggie Titterton
Development Officer

¹ Fulfilled Lives, Supportive Communities – Welsh Assembly Government

² Valuing Carers – Carers UK 2007

Summary

Out of 13 respondents:

- 13 have identified a wide range of carers needs and have recorded unmet need in their HSCWB strategies
- 5 have identified carers as an 'at risk' group
- 2 are intending to commission services to implement the recommendation that carers should receive regular health checks
- 8 have or intend to commission services to implement the recommendation that carers should receive health promotion and training in looking after the person they care for
- 13 include carers as partners in their development of strategies and services
- 9 currently commission/fund specific services for carers
- 2 provide their staff with specialist training on carers rights, legislation and practice
- 4 have a dedicated lead officer for carers
- 5 have an information strategy/protocol for carers
- 7 support a Young Carers Project
- 5 have a carer support policy for their Staff and Board Members
- 11 have consulted with carers on the implications for carers linked to the NHS Plan 'Designed for Life'.

Key Findings

Of the 22 Local Health Boards, 13 responded.

HEALTH, SOCIAL CARE & WELL BEING STRATEGY

1. All 13 respondents had identified a wide range of carers needs within their strategy through a variety of consultation methods, and unmet need had been recorded.
2. 5 LHBs had identified carers as an 'at risk group', and 2 LHBs were intending to commission services to implement research recommendations that carers should receive regular health checks.³

As there is no requirement to do so, and no resources allocated, it was felt by most that encouragement to health care staff, and improving partnership working, was the best way forward at this time.

3. 8 of the 13 respondents would commission or intend to commission services for carers to receive health promotion and training in looking after the person they care for.

PARTNERSHIP WORKING

1. All 13 respondents included carers as partners in the development of their strategies and services along with a wide range of other partners.
2. A varied range of consultation methods are used prior to decisions being made, and there is extensive monitoring and evaluation of services developed. Examples are: carers forums, workshops, focus groups.

SERVICES

1. 9 of the 13 respondents were currently commissioning or funding specific services for carers. These were mostly provided through the voluntary sector and some through Primary Care. Examples are, the District Nursing Service offering training to carers on moving and handling and other skills; stress management sessions; Crossroads, Hafal & Stroke Association support services; and 'Looking after me' sessions through the Carers Expert Patient programme. Very few NHS Trusts or independent sector providers were involved. Evidence was provided of consultation and monitoring and evaluation of these services.
2. It was reported that the involvement of GP practices to support carers was increasing, but involvement of pharmacies was not reported in a similar way.
3. 10 of the 13 respondents ask or require their NHS Trusts to involve carers in discharge policies.

³ In Poor Health – Carers Week 2006

4. 8 of the 13 respondents monitor whether health professionals carry out Carers Assessments that meet the requirements of carer legislation via the Unified Assessment Process.
5. Only 2 respondents provide specialist training on carers rights for NHS staff carrying out carers' assessments.

INFORMATION AND SUPPORT

1. 4 of the 13 respondents have a dedicated lead officer for carers, but many have officers who take a responsibility for carers' issues alongside other specialisms.
2. 5 LHBs have an information strategy/protocol for carers, whilst others incorporate carers' issues with other equality groups through Human Resources and joint strategies.

YOUNG CARERS

1. 12 of the 13 respondents are involved in the mapping of young carers needs, but only 3 support the mapping work financially.
2. 7 of the 13 respondents support a Young Carers Project in their area.

CARERS AND EMPLOYMENT

1. 5 of the 13 respondents have a carer support policy for their staff and Board members.
2. 8 of the 13 respondents were prepared to carry out a staff audit to ascertain how many members of their staff and Board were carers.

HEALTH PLANS

1. 11 of the 13 respondents will have consulted with carers on the implications for carers of the Health Plans through public consultations and specific carer consultation.

RECOMMENDATIONS

HEALTH, SOCIAL CARE AND WELL BEING STRATEGY

1. NHS Wales need to prioritise the health and support needs of carers, and resource LHBs to commission and develop services for carers.
 - 1.1 Whilst some good work is being carried out to support carers, the body of research available with regard to the health risks to carers, is not seen as a priority by LHBs. Staff indicated that currently there is no requirement for LHBs and the NHS to develop services for carers, or additional resources available to help them to do so. This is a significant barrier.
 - 2.1 Decisions should be taken at Board/Senior Management level to identify core funding to improve the health of carers.
 - 3.1 The duties to inform and support carers under existing or new legislation must be extended to the NHS, and new resources made available.
 - 4.1 All LHBs should commission services to implement research recommendations that carers should receive health promotion and training.

PARTNERSHIP WORKING

1. Whilst all respondents have included carers in the consultation, monitoring and evaluation of services, along with a wide range of other partners, it is essential to establish a robust method of measuring outcomes for carers and publishing the findings to ensure transparency.

SERVICES

1. There has been significant improvement in the involvement of GP practices in supporting carers. However, there continues to be an inequity for carers in primary care support with anecdotal evidence suggesting that the implementation of 'carer protocols' needs to be more robust.
 - 1.1 Improved systems for monitoring whether or not GPs are effectively implementing their Carer Protocols through questionnaires and QOF visits.
 - 1.2 Urgent action needs to be taken to ensure that all NHS Trusts implement effective policies to involve carers at all stages of discharge planning and ensure support is provided.
 - 1.3 All health professionals likely to carry out carers' assessments should receive specialist training on carers issues, legislation and practice. We recommend that managers and operational staff should receive this training.

INFORMATION AND SUPPORT

1. All LHBs should have a dedicated lead officer for carers who would work closely with each Board's Carer Member.
2. All LHBs should develop an information strategy/protocol for carers, and ensure this is disseminated across all health settings for which the Board is responsible. Ideally, this should be carried out in conjunction with key partners, such as the local authority and private and voluntary sectors.

YOUNG CARERS

1. Many of the respondents are involved in some aspects of supporting Young Carers via the Voluntary Sector.
 - 1.1 All LHBs must ensure that appropriate support is provided to meet the specific health and wellbeing needs of young carers.

CARERS AND EMPLOYMENT

1. Only a minority of respondents have a specific carers policy for their Staff and Board Members.
 - 1.1 All LHBs should conduct an audit of their workforce to ascertain information on how best to support their employees who are carers.
 - 1.2 All LHBs should actively promote flexible working and implement the Work and Families Act 2006.

HEALTH PLANS

1. The majority of respondents have consulted with carers on current major plans to change how the NHS delivers services.
 - 1.1 Robust and meaningful consultation with carers must continue as changes in service delivery has a huge impact on carers lives, as well as their health and wellbeing.

SURVEY ANALYSIS

(A copy of all the collated data is available electronically on request from Carers Wales)

1. HEALTH, SOCIAL CARE & WELL BEING STRATEGY

In the development of your HSCWB Strategy, regulations required that a health and wellbeing needs assessment be carried out to identify unmet health, wellbeing and social care needs of the population in a systematic way.

1.1 Were carers needs identified in this assessment?

All 13 respondents answered YES, that carers needs HAD been identified. *(Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Gwynedd, Monmouthshire, Neath Port Talbot, Newport, Powys, Rhondda Cynon Taff, Wrexham, Vale of Glamorgan)*

1.2 If yes, please describe what these needs were

There were wide-ranging needs of carers identified, including, recognition, health, respite, information, practical support, involvement in developing services, employment, training, education.

1.3 How were these needs identified?

There were wide-ranging methods used to identify carers needs. Workshops, questionnaires, public information events, carers strategy groups, carers forums, carers centres, carers organisations, focus groups, 2001 Census.

1.4 Were carers identified as an 'at risk' group?

5 LHBs YES
(Blaenau Gwent, Flintshire, Monmouthshire, Rhondda Cynon Taff, Vale of Glamorgan)
1 LHB stated carers were identified as a 'specific client group' *(Bridgend)*
1 LHB stated carers were identified as a 'vulnerable group' *(Denbighshire)*
1 LHB stated carers were identified as a 'priority group' *(Neath Port Talbot)*
3 LHBs had NOT identified carers as an 'at risk' group *(Gwynedd, Newport, Wrexham)*
1 LHB stating 'not formally' *(Powys)*
1 LHB did not answer the question *(Caerphilly)*

1.5 Were carers unmet needs identified and included in your Action Plan?

10 LHBs YES
(Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Gwynedd, Powys, Rhondda Cynon Taff, Wrexham, Vale of Glamorgan)

1 LHB stated unmet needs were described as 'priorities, targets and milestones' *(Neath Port Talbot)*

2 LHBs had NOT included carers unmet needs in their Action Plan
(Monmouthshire, Newport)

1.6 If yes, what unmet needs were included?

Most LHBs listed needs identified in 1.2

1.7 What actions were included to meet the needs identified?

There were wide-ranging actions included with reference to 1.2 and 1.6, but most LHBs emphasised the need to wider consultation and partnership working to promote carers rights

Recent research (Carers Week 2006) revealed that carers, as a result of their caring responsibilities, are twice as likely to suffer from health problems as people without a caring role. A key recommendation was for a regular health check for carers.

1.8 Does your LHB intend to commission services to implement this recommendation?

2 LHBs YES
(*Caerphilly, Neath Port Talbot*)

6 LHBs NO
(*Flintshire, Gwynedd, Monmouthshire, Rhondda Cynon Taff, Wrexham, Vale of Glamorgan*)

1 LHB stated that no decision has, as yet, been made on this issue (*Powys*)

1 LHB stated NOT AT PRESENT (*Newport*)

1 LHB answered YES and NO (*Bridgend*)

2 LHBs did not answer the question (*Blaenau Gwent, Denbighshire*)

1.9 If yes, how will this be achieved?

Some streams of funding have been identified by some LHBs, but as there is no requirement or resources allocated, it was felt by most that encouragement to health care staff and improving partnership working was the best way forward at this time.

Further research recommends *health promotion and training for carers in looking after the person they care for* – eg. Management of medication, moving and handling, peg feeding, catheter care, dealing with challenging behaviour, stress management etc.

1.10 Does your LHB commission or intend to commission services to implement this recommendation?

8 LHBs YES
(*Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Monmouthshire, Rhondda Cynon Taff, Wrexham*)

2 LHBs NO (*Gwynedd, Powys*)

1 LHB Not at present (*Newport*)

2 LHBs did not answer the question (*Neath Port Talbot, Vale of Glamorgan*)

1.11 If yes, please describe the services?

Various services were described, including those provided by Voluntary Sector organisations, Social Services etc. as well as the hope to roll out specific Carers Expert Patient Programme Courses in the future.

2. PARTNERSHIP WORKING

In the development of your HSCWB Strategy, there was a requirement to co-operate with a range of local partners.

2.1 Were carers/carers organisations included as partners?

All 13 respondents YES

2.2 If yes, please describe who and how they were involved

Through a wide range of involvement via voluntary organisations, Joint Planning Teams, Carers Forums, Carers Strategy Groups, Carers Groups, Consultation

2.3 Do the Local Authority/Trusts/Voluntary organisations and others work with you in partnership to support carers?

All 13 respondents YES

2.4 If yes, please describe their involvement

Most as in 2.2 and through Partnership Boards

2.5 Are any of your staff involved in the Local Authority Carer Strategy Partnership?

12 LHBs YES

1 LHB NO (*Wrexham*)

2.6 If yes, please describe the level of involvement

Mostly through Carers Strategy Groups

3. SERVICES

3.1 Are you currently commissioning/funding any specific services for carers?

9 LHBs YES
(*Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Monmouthshire, Powys, Wrexham, Vale of Glamorgan*)

3 LHBs NO
(*Gwynedd, Newport, Rhondda Cynon Taff*)

1 LHB did not answer the question (*Neath Port Talbot*)

If yes, please describe under the following headings:

3.2 NHS Trusts

1 LHB YES (*Denbighshire*)

1 LHB – see 3.6 (*Powys*)

11 LHBs did not answer the question

3.3 Primary Care

5 LHBs YES
(*Caerphilly, Flintshire, Gwynedd, Powys, Vale of Glamorgan*)

2 LHBs NO (*Denbighshire, Neath Port Talbot*)

6 LHBs did not answer the question

3.4 Voluntary Sector

There were wide-ranging services described

3.5 Independent Sector

2 LHBs YES (*Blaenau Gwent, Caerphilly*)

1 LHB stated funding was not specific to client groups (*Denbighshire*)

1 LHB – see 3.6 (*Powys*)

9 LHBs did not answer the question

3.6 Other

4 LHBs described other schemes/posts
(*Caerphilly, Flintshire, Powys, Vale of Glamorgan*)

3.7 What arrangements are in place to monitor/evaluate these services?

Regular monitoring/evaluating was carried out mainly through Service Level Agreements with the service providers

3.8 Do you consult with carers before funding/commissioning decisions are taken?

10 LHBs YES
(*Bridgend, Caerphilly, Denbighshire, Flintshire, Monmouthshire, Neath Port Talbot, Newport, Powys, Wrexham, Vale of Glamorgan*)

1 LHB NO (*Rhondda Cynon Taff*)

1 LHB did not answer the question (*Blaenau Gwent*)
and 1 LHB inserted a question mark (*Gwynedd*)

3.9 If yes, please describe the methods used for consultation, and how often it is carried out

A wide-range of methods were described including Carers Strategy Groups, Carers Forums, Focus groups, Public consultation, and one LHB described the link with the Carer Member on the Board (*Gwynedd*)

3.10 How many GP practices are there in your area?

Varied from 14 to 43 practices

3.11 How many GP practices in your area have a Carers Protocol which identifies carers, and has a mechanism for the referral of carers for social services assessment?

There was a high level of protocols in many areas, but some considerable work still to be done in others

3.12 Please describe how you monitor the implementation of these protocols

All practices used the Quality and Outcomes Framework (QOF)

3.13 Is there an LES (local enhanced scheme) within your GP contracts for identifying, signposting and supporting carers?

1 LHB YES (*Flintshire – Flu jabs*)

11 LHBs NO (*Bridgend, Caerphilly, Denbighshire, Gwynedd, Monmouthshire, Neath Port Talbot, Newport, Powys, Rhondda Cynon Taff, Wrexham, Vale of Glamorgan*)

1 LHB did not answer the question (*Blaenau Gwent*)

3.14 If yes, how many practices are involved?

All (*Flintshire*)

N/A to other LHBs

3.15 How many Tier 2 and Tier 3 Pharmacies are there in your area?

2 LHBs quoted numbers in their area (*Bridgend, Caerphilly*)

6 LHBs either N/A or didn't understand the question
(*Blaenau Gwent, Denbighshire, Gwynedd, Monmouthshire, Rhondda Cynon Taff, Vale of Glamorgan*)

5 LHBs did not answer the question (*Flintshire, Neath Port Talbot, Newport, Powys, Wrexham*)

Under the new Community Pharmacy Contract, information and advice are part of essential services offered.

3.16 Please describe the kind of information and advice that is available for carers from pharmacies?

A wide range of leaflets and cards were described

3.17 How many pharmacies hold contact details for referrals to Social Services for carers assessment/information/services?

6 LHBs answered ALL (*Bridgend, Caerphilly, Denbighshire, Gwynedd, Monmouthshire, Newport*)

1 LHB answered 27 (*Vale of Glamorgan*)

2 LHBs answered NOT KNOWN (*Neath Port Talbot, Powys*)

2 LHBs answered NONE (*Flintshire, Rhondda Cynon Taff*)

2 LHBs did not answer the question (*Blaenau Gwent, Wrexham*)

Secondary Care/NHS Trusts

3.18 During discussions with the NHS Trusts from which you commission services, do you ask/require them to involve carers in discharge procedures?

10 LHBs YES
(*Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Gwynedd, Neath Port Talbot, Powys, Rhondda Cynon Taff, Vale of Glamorgan*)

3 LHBs NO
(*Monmouthshire, Newport, Wrexham*)

3.19 If yes, please describe how you monitor the implementation of these discharge policies

Range of methods were described including, monitoring audits, discharge protocol, consultation

Assessments

Within the requirements of the new Unified Assessment Process (UAP)

3.20 Will you be monitoring whether health professionals carry out Carers Assessments that meet the requirements of carer legislation?

8 LHBs YES
(*Blaenau Gwent, Bridgend, Denbighshire, Flintshire, Monmouthshire, Rhondda Cynon Taff, Wrexham, Vale of Glamorgan*)

1 LHB stated this was a Local Authority responsibility (*Gwynedd*)

3 LHBs NO (*Caerphilly, Neath Port Talbot, Newport*)

1 LHB did not answer the question (*Powys*)

3.21 If yes, how?

All used the Unified Assessment Process

3.22 Will your monitoring record the numbers of Carers Assessments carried out?

7 LHBs YES
(*Blaenau Gwent, Bridgend, Denbighshire, Flintshire, Monmouthshire, Rhondda Cynon Taff, Wrexham*)

5 LHBs NO
(*Caerphilly, Neath Port Talbot, Newport, Powys, Vale of Glamorgan*)

1 LHB answered N/A (*Gwynedd*)

3.23 If yes, how will that be achieved?

Through auditing and requirement of annual return to WAG

3.24 As part of your commissioning arrangements do you require that training is provided on carers and carers rights for NHS staff carrying out Carers Assessments?

2 LHBs YES
(*Blaenau Gwent, Rhondda Cynon Taff*)

1 LHB answered 'would consider when UAP more developed' (*Newport*)

5 LHBs NO
(*Bridgend, Caerphilly, Denbighshire, Monmouthshire, Neath Port Talbot*)

1 LHB answered 'not a formal requirement in current LTA documentation'
(*Powys*)

4 LHBs did not answer the question
(*Flintshire, Gwynedd, Wrexham, Vale of Glamorgan*)

3.25 If yes, please describe how this will be achieved

Most LHBs advocated joint training with Social Services

4. INFORMATION AND SUPPORT

4.1 Do you have a dedicated lead officer for the issues of carers/family & friends?

4 LHBs YES
(*Denbighshire, Monmouthshire, Wrexham, Vale of Glamorgan*)

1 LHB answered YES but the post is a joint post with the LA (*Flintshire*)

7 LHBs NO
(*Blaenau Gwent, Bridgend, Caerphilly, Gwynedd, Neath Port Talbot, Newport, Powys*)

1 LHB answered NO but stated 'the LA has a full time Carers Support Project'
(*Rhondda Cynon Taff*)

4.2 If yes, is the post:

Full time: 2 (*Denbighshire, Wrexham*)
1 joint with LA (*Flintshire*)

Part time: 1 (*Monmouthshire*)

Permanent: None

Temporary: 1 (*Flintshire*)

2 LHBs identified Carer Member on the Board as lead (*Newport, Powys*)

4.3 How is it funded?

Various funding streams, e.g. through Joint Working Special Grant from WAG, joint commissioning with SS, and directly from LHB core funding

4.4 Contact details of postholder – Listed

4.5 If no, do you intend to create such a post?

1 LHB YES (*Caerphilly*)

5 LHBs NO

(*Bridgend, Gwynedd, Neath Port Talbot, Rhondda Cynon Taff, Vale of Glamorgan*)

1 LHB stated 'not planned as yet' (*Powys*)

4.6 Are there any other officers with responsibilities for carers and carers issues?

7 LHBs YES

(*Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Gwynedd, Neath Port Talbot, Rhondda Cynon Taff*)

4.7 If yes, please describe

Various roles were described

4.8 Does your LHB have an Information Strategy/Protocol for carers?

5 LHBs YES

(*Flintshire, Monmouthshire, Newport, Rhondda Cynon Taff, Vale of Glamorgan*)

4 LHBs NO

(*Caerphilly, Denbighshire, Gwynedd, Neath Port Talbot*)

1 LHB answered NO but that carers issues were considered alongside all equality groups with the LHB Communications Strategy (*Bridgend*)

3 LHBs did not answer the question
(*Blaenau Gwent, Powys, Wrexham*)

4.9 If yes, please give details

Various policies described including HR policies and Joint strategies with SS

4.10 If yes, please describe how you monitor the implementation of the strategy/protocol

Various policies and action plans

4.11 If no, describe how you provide information on carers rights and support?

Wide range of methods described, including the voluntary sector, joint teams, GP practices, direct to carers via newsletters, leaflets etc.

One LHB explained that this questionnaire had prompted the LHB to develop a dedicated section on its website to provide more information and advice for carers (*Vale of Glamorgan*)

5. YOUNG CARERS

5.1 Has your LHB an involvement in the mapping of Young Carers needs?

12 LHBs YES

(Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Monmouthshire, Neath Port Talbot, Newport, Powys, Rhondda Cynon Taff, Wrexham, Vale of Glamorgan)

1 LHB NO *(Gwynedd)*

5.2 If yes, please describe your involvement

Through separate Young Carers Strategies, and/or as part of the wider Carers Strategy, and Young Peoples Framework Partnership

5.3 Do you support the mapping work financially?

3 LHBs YES

(Flintshire, Powys, Wrexham)

9 LHBs NO

(Blaenau Gwent, Bridgend, Denbighshire, Gwynedd, Monmouthshire, Neath Port Talbot, Newport, Rhondda Cynon Taff, Vale of Glamorgan)

1 LHB did not answer the question *(Caerphilly)*

5.4 If yes, please describe the arrangements

2 answers were received:

The LHB provides funding, with Powys CC for Powys Carers; this does not fund all of the work of Powys Carers *(Powys)*

We contributed to a specific piece of work conducted by NCH. We also contribute officer time *(Wrexham)*

5.5 Do you support a Young Carers Project in your area?

7 LHBs YES

(Bridgend, Caerphilly, Denbighshire, Flintshire, Monmouthshire, Newport, Wrexham)

4 LHBs NO

(Gwynedd, Neath Port Talbot, Rhondda Cynon Taff, Vale of Glamorgan)

1 LHB referred to 5.4. above *(Powys)*

1 LHB did not answer the question

(Blaenau Gwent)

5.6 If yes, please describe

Most through voluntary organisations who run Young Carers Projects

6. CARERS AND EMPLOYMENT

6.1 Has your LHB a carer support policy in place for Staff and Board Members who are carers?

5 LHBs YES

(Bridgend, Neath Port Talbot, Newport, Rhondda Cynon Taff, Vale of Glamorgan)

6 LHBs NO - but most have a flexible working policy

(Blaenau Gwent, Caerphilly, Denbighshire, Gwynedd, Monmouthshire, Wrexham)

2 LHBs did not answer the question *(Flintshire, Powys)*

6.2 If yes, please describe how this is operated

Various policies offering flexible working

6.3 If no, would your LHB be prepared to carry out a staff audit to ascertain how many members of your Staff and Board are carers?

8 LHBs YES

(Blaenau Gwent, Caerphilly, Denbighshire, Flintshire, Gwynedd, Monmouthshire, Wrexham, Vale of Glamorgan)

5 LHBs did not answer the question

(Bridgend, Neath Port Talbot, Newport, Powys, Rhondda Cynon Taff)

7. HEALTH PLANS

7.1 During the period of consultation on future plans covered by Designed for Life/Secondary Care Review, will your LHB have consulted with carers on the implications for them of more community based services and the effects on the health and wellbeing of carers?

11 LHBs YES

(Blaenau Gwent, Bridgend, Caerphilly, Denbighshire, Flintshire, Gwynedd, Monmouthshire, Neath Port Talbot, Newport, Powys, Rhondda Cynon Taff)

1 LHB NO *(Wrexham)*

1 LHB did not answer the question *(Vale of Glamorgan)*

7.2 If yes, please describe how this will be achieved

Through public consultations and specific carers consultation

Dear

Survey on Support for carers and carers services 2006/7

Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner.

Carers give so much to society yet they experience ill health, poverty and discrimination because they provide care. Carers Wales is an organisation of carers fighting to end this injustice. We will not stop until people recognise the true value of carers' contribution to society and carers get the practical, financial and emotional support they need.

Carers Wales is part of Carers UK. Our aim is to improve the lives of all carers and we do this through lobbying and campaigning for policy changes, informing and supporting carers and working with professionals to ensure services are developed that meet the needs of carers and their families. We work with all the different levels of government – at Westminster, the Welsh Assembly, all the Local Authorities and Local Health Boards in Wales.

6 million carers across the UK save the country at least £57.4 billion a year, and the 350,000 carers in Wales save the Welsh economy over £3.5 billion per year.

Recent research undertaken for Carers Week, revealed that more than three quarters (79%) of carers say that their health has been affected by caring, with stress and depression being some of the most common complaints, due to lack of support and services. In Wales, in particular, the percentage of carers who suffer from ill-health is significantly higher than in the rest of the UK. Carers in Wales have the heaviest caring responsibilities in the UK, and care for longer periods of time. The 2001 Census shows that people providing high levels of care are twice as likely to suffer from poor health as non-carers. This means that one in every five carers is in poor health, and are also twice as likely to become permanently sick or disabled.

Part of the role of Carers Wales is to ensure that the Welsh Assembly Government is aware of the issues in relation to service planning and provision for carers across Wales. We have recently completed a survey of the 22 Local Authorities in Wales as it was an opportune time to gather information with regard to what support and services are available for carers at the time the Carers Grant status was changing. For a copy of the report, go to:

www.carerswales.org/Policyandpractice/Research/SupportandServicesforCarers

We feel it would be useful to undertake a complementary survey of the 22 Local Health Boards at this time, when consultation is being undertaken with regard to the strategic changes and plans relating to 'Designed For Life' and Secondary Care Review.

We would be most grateful if you would complete the attached survey form. This has been based on the 5 priority areas set out in the Assembly's Strategy for Carers in Wales "Caring about Carers" (2000), but also with regard to the LHBs' 'Health, Social Care and Wellbeing Strategy'. It will cover some of the same areas as the local government survey.

Please complete and return the attached questionnaire by **Monday 4th December 2006**. Use additional sheets if there is not enough room for some answers or comments you wish to make. An e-mail version will also be sent to you, which can be returned to Pauline.chivers@carerswales.org.

The survey data will be analysed and collated early in 2007. This will provide a valuable snapshot of what services and support is available to carers from the NHS in Wales, and also identify any major gaps or risks that you raise. A short report will be sent to the Minister for Health and Social Services, and to other interested professionals.

Thank you for your co-operation

Support and Services for Carers

A Survey of Welsh Local Health Boards 2006-7

NAME OF LHB: _____

Completed by:

Name:

Position:Date:

Please Return to:

Carers Wales, River House, Ynysbridge Court, Cardiff CF15 9SS

For an e-version of this form, contact pauline.chivers@carerswales.org

1. HEALTH, SOCIAL CARE & WELLBEING STRATEGY

In the development of your HSCWB Strategy, regulations required that a health and wellbeing needs assessment be carried out to identify unmet health, wellbeing and social care needs of the population in a systematic way.

1.1 Were carers needs identified in this assessment? YES NO

If **yes**, Please describe

1.2 What these needs were

1.3 How these needs were identified

1.4 Were carers identified as an 'at risk' group? YES NO

1.4 Were carers unmet needs identified and included in your Action Plan? YES NO

If **yes**,

1.6 What unmet needs were included?

1.7 What actions were included to meet the needs identified?

Recent research (Carers Week 2006) revealed that carers, as a result of their caring responsibilities, are twice as likely to suffer from health problems as people without a caring role. A key recommendation was for a regular health check for carers.

1.8 Does your LHB intend to commission services to implement this recommendation? YES NO

If **yes**,

1.9 How will this be achieved?

Further research recommends health promotion and training for carers in looking after the person they care for - eg. management of medication, moving and handling, peg feeding, catheter care, dealing with challenging behaviour, stress management etc.

1.10 Does your LHB commission or intend to commission services to implement this recommendation? YES NO

If **yes**,

1.11 Please describe the services?

2. PARTNERSHIP WORKING

In the development of your HSCWB Strategy, there was a requirement to co-operate with a range of local partners.

2.1 Were carers/carers organisations included as partners? YES NO

If **yes**,

2.2 Please describe who and how they were involved

2.3 Do the Local Authority /Trusts / voluntary organisations and others work with you in partnership to support carers? YES NO

If **yes**,

2.4 Please describe their involvement

2.5 Are any of your staff involved in the Local Authority Carer Strategy Partnership?

YES

NO

If **yes**,

2.6 Please describe the level of involvement

3. SERVICES

3.1 Are you currently commissioning/funding any specific services for carers

YES

NO

If **yes**, please describe under the following headings:

3.2 NHS Trusts

3.3 Primary Care

3.4 Voluntary Sector

3.5 Independent Sector

3.6 Other

3.7 What arrangements are in place to monitor / evaluate these services?

3.8 Do you consult with carers before funding / commissioning decisions are taken?

YES

NO

If **yes**,

3.9 Please describe the methods used for consultation, and how often it is carried out

Primary care

3.10 How many GP practices are there in your area?

3.11 How many GP practices in your area have a Carers Protocol which identifies carers and has a mechanism for the referral of carers for social services assessment?

3.12 Please describe how you monitor the implementation of these protocols

3.13 Is there an LES (local enhanced scheme) within your GP contracts for identifying, signposting and supporting carers?

YES

NO

If **yes**,

3.14 How many practices are involved?

3.15 How many Tier 2 and Tier 3 Pharmacies are there in your area?

Under the new Community Pharmacy Contract, information and advice are part of essential services offered.

3.16 Please describe the kind of information and advice that is available for carers from pharmacies ?

3.17 How many pharmacies hold contact details for referrals to Social Services for carers assessment/information/services?

Secondary Care/NHS Trusts

3.18 During discussions with the NHS Trusts from which you commission services, do you ask/require them to involve carers in discharge procedures? YES NO

If yes,

3.19 Please describe how you monitor the implementation of these discharge policies.

Assessments

Within the requirements of the new Unified Assessment Process (UAP)

3.20 Will you be monitoring whether health professionals carry out Carers Assessments that meet the requirements of carer legislation? YES NO

If yes,

3.21 How?

3.22 Will your monitoring record the numbers of Carers Assessments carried out? YES NO

If yes,

3.23 How will that be achieved?

3.23 As part of your commissioning arrangements do you require that training is provided on carers and carers rights for NHS staff carrying out Carers Assessments? YES NO

If yes,

3.25 Please describe how this will be achieved

4. INFORMATION AND SUPPORT

4.1 Do you have a dedicated lead officer for the issues of carers/family & friends? YES NO

If yes,

4.2 Is the post

- a) Full-time part time
- b) permanent temporary

4.3 How is it funded ?

4.4 Please give name, title and contact details of the post holder.

If no,

4.5 Do you intend to create such a post? YES NO

4.6 Are there any other officers with responsibilities for carers and carers issues?
YES NO

If **yes**,
4.7 Please describe

4.8 Does your LHB have an Information Strategy / Protocol for Carers? YES NO

If **yes**,
4.9 Please give details

If **yes**,
4.10 Please describe how you monitor the implementation of the strategy / protocol

If **no**,
4.11 Describe how you provide information on carers rights and support?

5. YOUNG CARERS

5.1 Has your LHB an involvement in the mapping of Young Carers needs? YES NO

If **yes**,
5.2 Please describe your involvement

5.3 Do you support the mapping work financially? YES NO

If **yes**,
5.4 Please describe the arrangements

5.5 Do you support a Young Carers Project in your area? YES NO

If **yes**,
5.6 Please describe

6. CARERS AND EMPLOYMENT

6.1 Has your LHB a carer support policy in place for Staff and Board Members who are carers? YES NO

If **yes**,
6.2 Please describe how this is operated

If **no**,
6.3 Would your LHB be prepared to carry out a staff audit to ascertain how many members of your Staff and Board are carers? YES NO

7. HEALTH PLANS

7.1 During the period of consultation on future plans covered by Designed for Life/Secondary Care Review, will your LHB have consulted with carers on the implications for them of more community based services and the effects on the health and wellbeing of carers?
YES NO

If **yes**,
7.2 Please describe how this will be achieved

8. OTHER COMMENTS / INFORMATION

Please add any other comments/information about carers support and the role of your LHB