

Paper Summary Sheet

Presented to:	Governing Body - Public
Date of Meeting:	24 July 2018
For:	To Note

Agenda Reference:	GOV/18/07/21
Title:	Carers in Wiltshire Joint Strategy 2017-22 Implementation Report 2017/18
Executive summary:	
<p>This report informs the Governing Body on progress of the implementation of the Carers strategy, jointly produced by Wiltshire Council and the CCG and approved at the Governing Body meeting held on 23 January 2018. The strategy is attached for reference.</p> <p>The strategy recognises and supports the health and wellbeing of over 48,000 unpaid carers in Wiltshire. These include Adult, Parent and Young Carers as defined in the document. Each perform an important role in reducing the burden on commissioned health and social care services in the county, helping to support the needs of individuals without the recourse to hospital or care home admission.</p> <p>The report details progress made in the implementation of the six key areas of the strategy, namely:</p> <ol style="list-style-type: none"> <p>1. Ensure that the strategic direction for the commissioning of health and social care services reflects both the contribution made by Wiltshire's carers to the health and social care system and our duty to meet carers' needs for support.</p> <p>The Wiltshire Carers Action Group met regularly to consult and engage with carers and their representatives. A newsletter was produced. In addition to parent's representation from the Wiltshire Parent Carer Council.</p> <p>2. Maintain carers' health to enable them to continue caring (should they wish to do so)</p> <p>This includes the GP Investors in Carers Accreditation scheme in which 44 practices participated. In total some 86 Carers clinics were held by participating practices resulting in a 17% increase in identified carers. In addition a developing programme of GP-led carer respite breaks was successfully implemented.</p> <p>3. Holistically identify the needs of carers and the people they care for and work together to improve individual outcomes for carers by taking a whole family approach</p> <p>Carers' assessments continue to be implemented with 88% of respondents stating it was a useful experience. Both parental and young carers' needs continue to be addressed. In particular 85% of young carers who accessed support or breaks reported improved health and wellbeing.</p> <p>4. Continue to invest in early interventions and prevention services to reduce, prevent and delay carers' needs for support</p> <p>Carers Support Wiltshire continued to improve their information website and in addition</p> 	

provided well received training on a wide variety of topics from financial management to caring for those with dementia and other conditions.

5. Improve the identification of young carers and carers of people with needs relating to mental health or substance misuse

Working with 69 schools and AWP, Carers Support Wiltshire continued to support the identification and support of the mental health and wellbeing of young carers.

6. Support communities to become more carer aware and supportive of carers living within them

688 professionals took part in carer awareness sessions including:

Acute stroke team at the Royal United Hospital, Bath

Dorothy House DPU and reception staff

Carer awareness training as part of dementia level 1 and level 2 training for hospital staff

Local Area Boards

In January 2018 Carer Support Wiltshire began a partnership with the Wiltshire Times and Gazette & Herald with a series of features highlighting carers, including publicity around Carers Action Week and Carers Action Day.

Wiltshire CCG continues to participate in the 'Working for Carers' scheme.

Recommendations:	The Governing Body is asked to note the content of the report
Previously considered by:	The paper has already been taken to the Council's Health Select Committee and public Council Cabinet (12/12/17) where it was recommended to go to the next full council.
Author(s):	Tim Burns
Sponsoring Director / Clinical Lead/ Lay Member:	Ted Wilson

Risk and Assurance:	Risks are included within the strategy paper and are assessed and reviewed by Cabinet Member for Adult Social Care, Health and Public Protection Cabinet member for Children, Education and Skills NHS Wiltshire Clinical Commissioning Group Wiltshire Carers Action Group
Financial / Resource Implications:	No additional resources to the previously agreed commissioning of carers services is required
Legal, Policy and Regulatory Requirements:	Care Act 2014 and the Children and Families Act 2014 Equality Act 2010
Communications and Engagement:	A statement and press release has already been released detailing the appointment of provider being re-appointed to assist in the delivery of the strategy. Public and carer representative groups will continue to meet on a regular basis to provide engagement and feedback on the delivery of the strategy.
Equality & Diversity Assessment:	<input type="checkbox"/> An EIA is not applicable for this paper.

Carers in Wiltshire Joint Strategy 2017-22

Implementation Report 2017/18

Our Commitment To Carers In Wiltshire

The Carers in Wiltshire Joint Strategy 2017/22 builds on the substantial progress made since the publication of the Joint Wiltshire Carers' Strategy in 2012 and is intended to drive forward our commitment to carers in Wiltshire over the next 5 years. This report is the first of what will be annual reports outlining what we've done to deliver the commitments we made in the strategy. It focuses on what we did in 2017/18 and what we plan to do in 2018/19. For details of all the information, advice and support available to carers in Wiltshire, please see the Wiltshire Carers Handbook, available on the Your Care Your Support website <https://www.yourcareyoursupportwiltshire.org.uk> or on request from Carer Support Wiltshire. Information, advice, support and signposting specifically relevant to parent carers of children and young people with SEND aged 0-25, can also be found on the [Local Offer](#) and [Wiltshire Parent Carer Council](#) websites.

Strategy Launch

The Carers in Wiltshire Joint Strategy 2017-22 was launched by the Wiltshire Carers' Action Group in March 2018. The strategy was approved unanimously by councillors at a full meeting of Wiltshire Council in February 2018 following scrutiny by the Wiltshire Council health select committee, discussion with the chair and vice chair of the children's select committee and approval by the Wiltshire Clinical Commissioning Group (CCG) governing body. A commitment to working together to support carers was made by the Wiltshire health and wellbeing board through the adoption of the national memorandum of understanding "*Supporting an integrated approach to the identification and assessment of carers' health and wellbeing needs*".

A copy of the strategy can be found on the Wiltshire Your Care Your Support website <https://www.yourcareyoursupportwiltshire.org.uk> or on request from maria.keel@wiltshire.gov.uk

Carer Support Re-commissioning

Also in 2017/18, carer support services were recommissioned. Carer Support Wiltshire will continue to be funded to assess and support carers aged 18+ and, from 1 April 2018, young carers will access young carer assessments from the Wiltshire Council Support and Safeguarding Service which can refer them to Carer Support Wiltshire for breaks from caring responsibilities when assessed as needed. Carer Support

Wiltshire will work with delivery partners, including Youth Action Wiltshire, to provide a breaks offer that meet the needs of those young people referred.

GDPR

Work was undertaken during 2017/18 to ensure that organisations are ready for the implementation of the new General Data Protection Regulations (GDPR) which come into effect on 28 May 2018. As a result, Carer Support Wiltshire removed 2,800 carers from its database with whom it has had no contact during the past 3 years. Therefore, 9,871 (the total number of adult carers registered with Carer Support Wiltshire on 15 May 2018) will be the baseline for what we achieve over the next few years as we implement the Carers in Wiltshire Joint Strategy 2017-22.

What We've Done in 2017/18

- 1. Ensure that the strategic direction for the commissioning of health and social care services reflects both the contribution made by Wiltshire's carers to the health and social care system and our duty to meet carers' needs for support.**

Wiltshire Carers' Action Group

Membership of the Wiltshire Carers' Action Group (WCAG) was extended to partners in health, social care and the voluntary sector, across children and adult services, who contribute to supporting carers. Membership of WCAG includes representatives of Wiltshire Carer Involvement Group. The format of the meeting was amended in 2017/18 to two parts; the first part for standard agenda items and updates, the second part for themed presentations from member organisations and for carers to tell their story. 2017/18 themes were:

- Advice and Information
- Young Carers
- Money Worries
- Carer Support Wiltshire's new offer to carers

Carer Involvement

The Wiltshire Carer Involvement Group (WCIG), chaired by Carer Support Wiltshire, has developed over recent years to represent a wide range of Carers aged 18+. The group has made a significant contribution towards ensuring that the voice of Carers in Wiltshire is heard and their needs understood and met. An average of 9 carers attended the 4 WCIG meetings in 2017/18. Topics discussed and considered included

- Development of Carers in Wiltshire Joint Strategy 2017-22
- Carer Support Wiltshire's offer to carers
- Carer support recommissioning
- Carers emergency card scheme
- Local area boards and carers' champions

- Wiltshire Carers Handbook
- The Safe Places scheme
- Sustainability and Transformation Partnership (STP)
- Advocacy for carers
- Digital services for carers
- GP support to carers

Carer Support Wiltshire has also developed a pool of carers who do not wish to be WCIG members but are interested in being involved in the development of services both for themselves and for the person they care for, and of assessing the quality of these services. In 2017/18 this involvement included

- Development of Carers in Wiltshire Joint Strategy 2017-22
- Reviewing tender bids for the Wiltshire carer support tender
- Investors in Carers accreditation panel
- MBA research into how a caring role affects an individual's health and wellbeing
- Wiltshire Carers Handbook
- Wiltshire Council adult care project planning
- Wiltshire Safeguarding Adults Carer Reference Group
- Interview panels for Carer Support Wiltshire and Wiltshire Council posts.

Wiltshire Parent Carer Council (WPCC) is the parent carer forum in Wiltshire. The WPCC works as a strategic partner with Wiltshire Council, health services and other partners to inform every aspect of the commissioning cycle; at service provider review meetings, analysing performance data, developing service specifications, evaluating tenders, and driving change. Parent carer involvement in each stage of the commissioning cycle ensures parent carer participation is fully embedded, and the WPCC drives a full programme of engagement and consultation activity that takes place throughout the year.

The WPCC's engagement and consultation calendar from April 2017 to March 2018 included

- April 2017: New Child and Adolescent Mental Health Service Consultations
- June 2017: Wiltshire Short Breaks Scheme Consultations
- June 2017: July 2017: Community Child Health Service Q&A Session (with Virgin Care)
- September 2017: Continence Discussion Session to inform decisions about the Children's Continence Service as it transferred from an adult services contract into the Community Child Health Services contract in response to parent carer feedback.
- September 2017: Annual Update Event to highlight and celebrate some of the outcomes of parent participation and coproduction in Wiltshire over the year.
- October 2017: Transitions Event to showcase many of the Local Area services that support families with transitions (particularly preparing for adulthood), gave families an opportunity to engage face to face with service providers to share experiences to inform service delivery.
- Dec 2017: Wiltshire Special School Provision Discussion Groups, this was followed by a Local Offer Provision Survey that fed into the Local Area SEND Inspection end Jan 2018
- February 2018: SEND Local Area Inspection. Parents were able to discuss with inspectors what Wiltshire is proud of and doing well at and identify some of the challenges.

- February 2018: SENDIS Information Event to showcase many of the Short Break opportunities in Wiltshire including targeted, universal as well as specialist. An opportunity for parents to engage with providers to understand the market and inform decision making.
- March 2018: WPCC 10 Year Anniversary Celebration Event to celebrate and recognise how participation and coproduction has evolved over the last ten years and recognise how the SEND landscape has changed and been shaped as a result of parent participation. An opportunity to say 'thank you' to the many parents who give their time voluntarily to make a positive difference in Wiltshire

In addition, the WPCC

- Facilitated the participation of a parent carer guest speaker to the December 2017 WCAG meeting to talk about how their caring role has impacted on their family finances and ability to work
- Took part in a local DWP & Collaboration Task & Focus Group for emotional wellbeing/mental health to give parent carer and young peoples' feedback on jobcentre plus staff, universal credit roll out etc.
- Was involved in the Local Area SEND inspection, ensuring that Wiltshire parent carers were kept informed and had a variety of opportunities to participate in the inspection
- Advertised and promote national surveys that were relevant to parent carers via their weekly email and through the WPCC website.

WCAG Newsletter

The first Wiltshire Carers' Action Group (WCAG) newsletter was sent out in February 2017. It included information about what's happening nationally that impacts on carers, including an update on the national carers' strategy, and news about what's going on locally including what's being done to improve the information, advice and support given to carers and those they care for. Copies of the newsletter are available on request.

2. Maintain carers' health to enable them to continue caring (should they wish to do so)

Carer Breaks

Carers aged 18+, including parent carers, were offered a range of break options by Carer Support Wiltshire. These included

- Carer cafes
- Cream teas
- Complimentary therapies
- Wadsworth brewery tour
- Pantomime trip
- Steam museum trip
- Christmas lunch

1750 carers took up the offer of a break activity in 2017/18. 97% of those who provided feedback following a break activity had at least one positive wellbeing outcome. The most frequent outcomes were feeling happier, less stressed, less isolated and feeling supported.

20 carers who were unable to attend an organised break activity, or for whom there was no appropriate break activity offered, were given a Time Out grant of up to £30 with which they could pay for a break activity of their choice.

Young Carer Breaks

Young carers were offered a range of break activities by Spurgeons. 169 young carers accessed breaks which included term time groups, nosh and natter, mixer sessions, Wiltshire Wildlife Trust, farm trips, a canal cruise, a craft session, cookery sessions, panto trips, days at Oxenwood, fire station trips, visits to a reptile ranch and an activity day at Scout facilities. A planned residential at Oxenwood unfortunately had to be cancelled due to severe weather.

Youth Action Wiltshire worked in partnership with a range of organisations to provide respite activities and breaks to young carers. 192 young carers accessed an average of 40 hours of respite activities and breaks. Day and residential sessions were offered at weekends and throughout school/college holiday periods. Activities included adventure, arts and sports, issue-based workshops, volunteering opportunities and non-formal learning programmes. In addition, 65 young carers attended an average of 25 hours of activities in the school holidays through Youth Action Wiltshire's Splash programme.

Wiltshire's Short Breaks Scheme

The Wiltshire Short Breaks Scheme was first introduced in response to the Government's Aiming High for Disabled Children initiative. One of the priorities was to increase the provision and quality of services for disabled children and their families, including short breaks and childcare provision. The aspiration was to provide short break opportunities for children and young people with Special Educational Needs and/or Disabilities (SEND) which would enable them to socialise with their peers, have fun and at the same time promote independence. The Wiltshire Short Breaks Scheme was shaped in consultation with parent carers at a time when fewer than 100 children and young people had access to short break provision in Wiltshire. Year on year since the introduction of the Scheme, the number of eligible children and young people with SEND successfully applying for the Scheme has increased. Although not central to the purpose of the Scheme, a happy consequence is the respite that parent carers experience while their children and young people are actively engaged in and supported to participate in enjoyable activities.

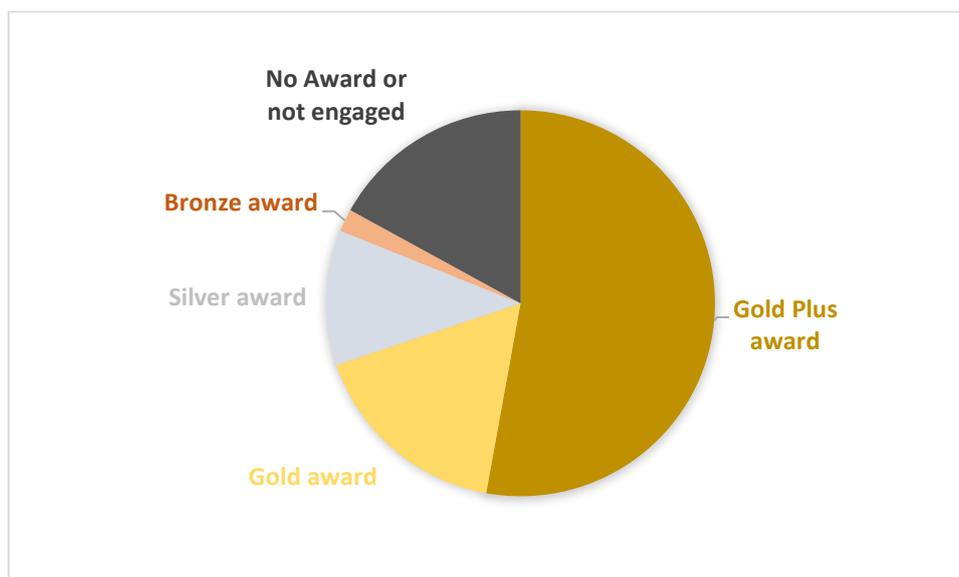
1,324 Children and young people with SEND received a short break direct payment in 2017/18.

Additional to the core element of the Short Break Scheme, some young people with SEND also take advantage of social and/or residential leisure opportunities promoted by the WPCC which include targeted youth clubs and supported weekends away, which further affords their parent carers some respite opportunities.

GP Investors in Carers

This was the fifth year that Carer Support Wiltshire coordinated the Wiltshire Investors in Carers GP Accreditation Scheme, building on the work of the previous working group. The scheme, funded by Wiltshire Council and the NHS Wiltshire Clinical Commissioning Group aims to raise awareness of carers' issues in GP practices and provide a system of awards to recognise their support to carers. The scheme features as an example in the NHS England Memorandum of Understanding toolkit for supporting carers and was shortlisted in the Integrated Commissioning for Carers category in the Health Service Journal awards in November 2016. GP surgeries receive a gold plus if they achieve a gold award two years in a row. A copy of the full report is available on request.

Of Wiltshire's 53 GP practices, 44 received the Investors in Carers award.

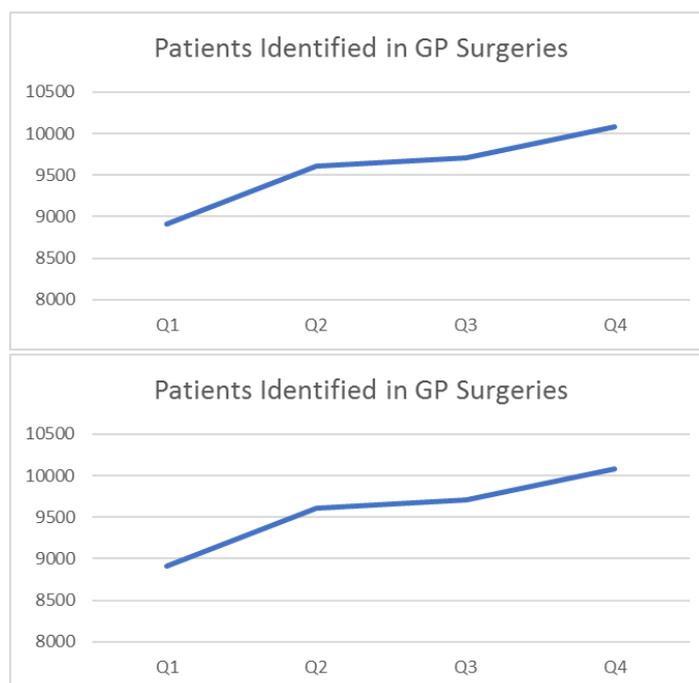


Carers invited to carer clinics can receive a carer health check and speak to a Carer Support Wiltshire support worker.

There were 86 carers clinics held across 39 GP surgeries.

Patients identified as carers in GP surgeries

As a result of the Investors in Carers scheme and the efforts of GP surgeries, the number of patients identified as carers in GP surgeries increased steadily throughout 2017/18.



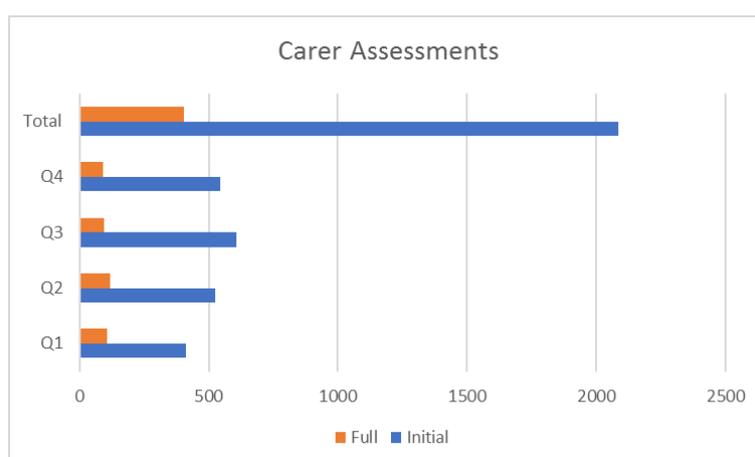
Over 40% of carers aged 18+ referred to Carer Support Wiltshire in 2017/18 were referred by GP surgeries. An additional 288 carers self-referred but may have found information on the support available from Carer Support Wiltshire in their GP surgery. Young Carers are more likely to be referred to carer support by schools but 6 were referred to Spurgeons Young Carers by their GP in 2017/18.

A quarter of all carer seen at carer clinics in GP surgeries in 2017/18 were newly identified carers, an increase from 17.25% in 2016/17.

3. Holistically identify the needs of carers and the people they care for and work together to improve individual outcomes for carers by taking a whole family approach

Carer Assessments – Carer Support Wiltshire

The Wiltshire model for carer assessments and support takes a proportionate approach to assessing and supporting carers. Following an initial assessment, carers, including parent carers, can access a range of breaks, training and support from Carer Support Wiltshire. At least 77% of carers who care for someone aged over 18 had their needs met by Carer Support Wiltshire in 2017/18 without the need for a full assessment. 17% of the total number of carers who received an initial assessment are parent carers who care for someone aged under 18 with approximately 50% of parent carers also caring for someone aged over 18.



Of those who gave feedback, 88% felt that their carer's assessment was a positive experience and made or will make a difference to their caring role.

Carer Support Wiltshire also supported 12 assessments to take place jointly with Wiltshire Council's adult care.

Carer Support – Wiltshire Council Adult Care

In 2017/18 Wiltshire Council spent over £1.6 million on supporting carers aged 18+ who care for someone aged 18+ through either a direct payment or direct service. Direct services are services purchased by adult care to meet the outcomes identified in the carer's support plan developed through their carers' assessment i.e. carer support not funded through a carers' direct payment and the majority of this spend is on domiciliary care or Help to Live at Home to enable the carer to take a break. Carers direct payments can be used flexibly to meet the outcomes agreed in their support plan. In 2017/18 this included employing a cleaner for 2 hours a week to enable a carer to go fly fishing. Approximately 20% of carers

who received an initial assessment from Carer Support Wiltshire had needs beyond that which could be met by the Carer Support Wiltshire offer of breaks and support so went on to receive a full assessment with a support plan which was funded through either a direct payment or direct service.

Direct Payments	£1,119,970
Direct Services	£491,949
Total	£1,611,919

Wiltshire Council Parent Carer Support

The Wiltshire children and young people's disability service (CDS) is comprised of 2 social work teams (S&E and N&W) and an OT service that is county wide. They provide a range of assessments and services for disabled children in Wiltshire who are aged 0-25 and for Wiltshire Children In Care placed out of county up to the age of 18. The teams work collaboratively across both children's and adult's health & social care and education.

The social work teams support children and young people aged 0-25 who have a substantial learning disability, physical impairment, or a diagnosed life limiting or serious health condition that will impact significantly on their development and day to day life. The Social Work teams retain responsibility for all looked after children and Child Protection, and work in collaboration with education team colleagues.

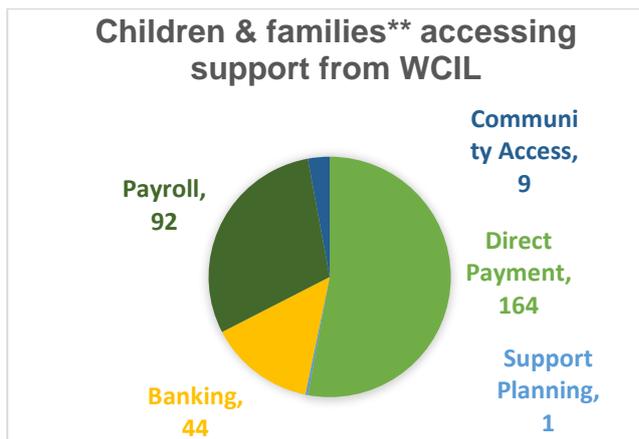
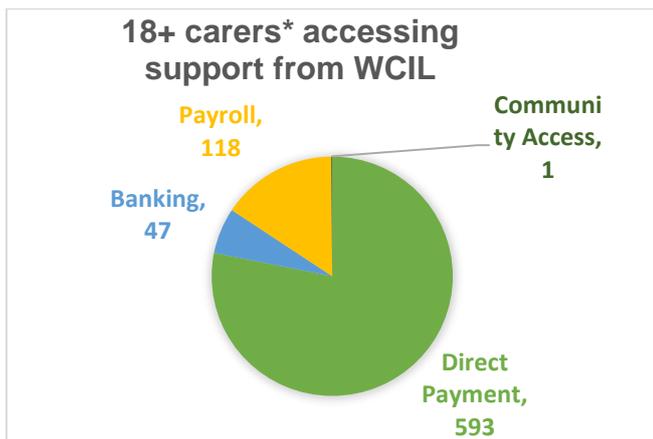
Wiltshire offers a range of Personal Budget and/ or Direct Payment options for children and young people with SEND and their parent carers. In 2017/18 they were supported as follows:

- 2 children received personal health budgets
- 2 children received an integrated budget (CCG contributes to the social care direct payment)
- 94 children/families received a direct payment
- 9 children/families received a personal budget
- 126 children/families received transport direct payments

Direct Payment and Personal Budget Support

Wiltshire Centre for Independent Living (WCIL) is commissioned to provide the support service for direct payment and personal budget holders. This includes guidance on using an agency to provide care or employing directly (or both). For those who decide to employ directly, WCIL can advise on all aspects of being an employer including employment contracts, rates of pay, record-keeping and recruitment and can assist with budgeting to consider such things as holiday cover, sick pay and redundancy. WCIL also provides a payroll service free-of-charge which ensures compliance with all matters relating to HM Revenue and Customs and Workplace Pension legislation. WCIL provides an on-line Personal Assistant (PA) Register which allows employers to post job adverts and PAs to publish their profiles and apply for jobs. For those requiring it, WCIL can process PA applications for criminal records checks and for those who are unable to open a separate bank account for the funding (a Council requirement), WCIL also offers a Banking Service.

WCIL supported a total of 2,284 individuals to whom they provided 3,798 separate services. This included support to 11 self-funders.

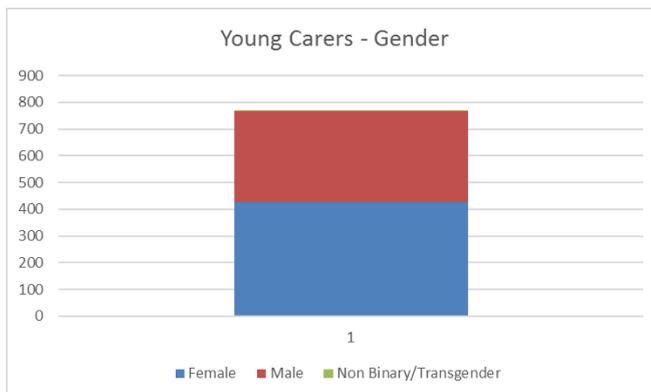
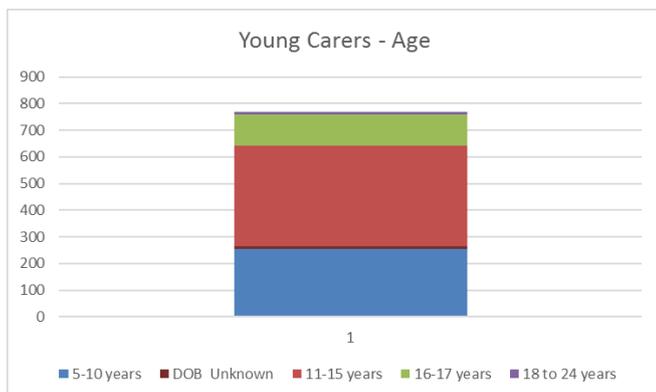


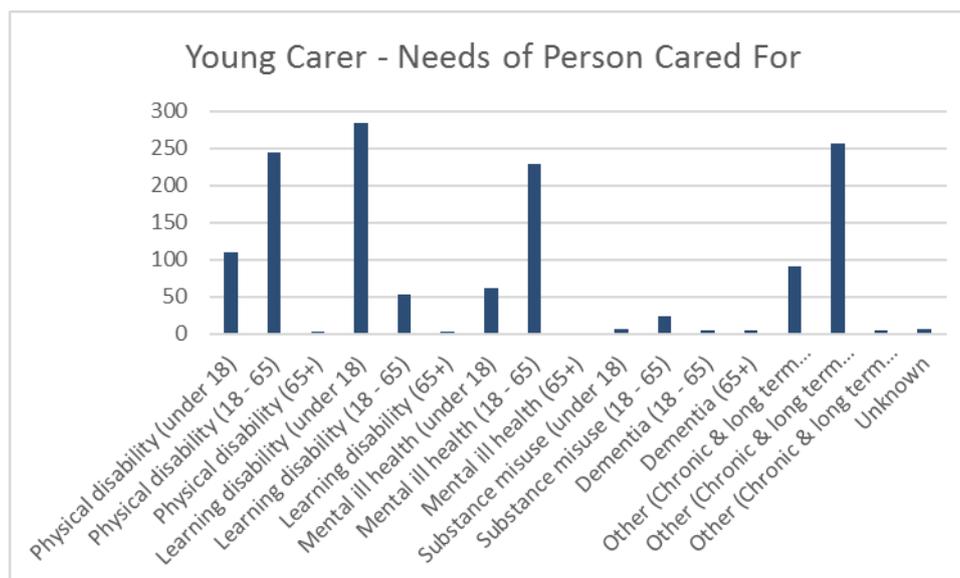
*The data in this chart relates to carers aged over 18 who care for someone aged over 18. It includes data for 3 carers who were in receipt of both a carers' direct payment and a direct payment to meet their own needs during 2017/18.

**The data on this chart relates to support given to parent carers whose children were in receipt of a direct payment. Community Access describes WCIL's asset based work which recognises that a good life is made up of more than care needs and aims to provide people with individually tailored support and information to help them to live a full and happy life as part of the community.

Young Carer Assessments

In 2017/18 young carers were assessed and supported by Spurgeons Young Carers. This was the final year of their 5-year contract. In March 2018, there were a total of 769 young carer and young adult carers known to Spurgeons, caring for people with a wide range of needs.





Young Carer Outcomes

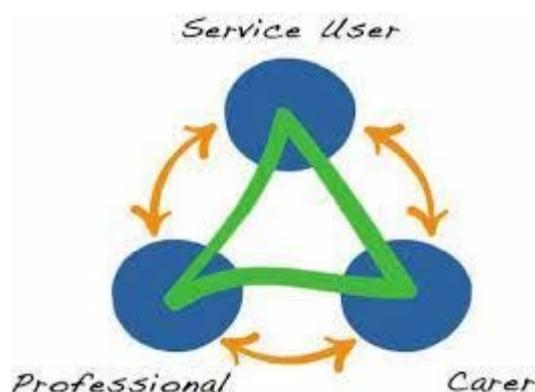
95.8% of young carers who attended groups said that Spurgeons had made a positive difference.

67% of young carers surveyed reported by Spurgeons said that their physical health, mental health and wellbeing improved after assessment/support.

85% of young carers who accessed support or breaks from Youth Action Wiltshire reported improved health and wellbeing and 94% reported an increase in confidence.

Mental Health

Carers of those with needs relating to mental health who are being supported by Avon and Wiltshire Mental Health Partnership (AWP) can make an appointment with the care coordinator of the person they care for to discuss their caring role. AWP has a [families, friends and carers charter](#) and every team does an annual self-assessment using the triangle of care.



In 2017/18 Carer Support Wiltshire and AWP launched a joint group. Attendees received professional advice and information around caring for someone with complex needs relating to mental health.

4. Continue to invest in early interventions and prevention services to reduce, prevent and delay carers' needs for support

Carer Web Pages

Carer Support Wiltshire commenced work to improve its website to make it more user friendly and, working with Wiltshire Council, to ensure that the information available to carers on the Carer Support website and the Your Care Your Support website is correct, up to date and in the right place.

There are now young carer pages on the Wiltshire Council website with information about young carers, young carers' assessments and the support available to young carers in Wiltshire.

The Local Offer website was designed in coproduction with parent carers and launched on 1st September 2014. Since its launch, it is regularly reviewed and updated by the Local Offer Website Working Group and as a result of Local Offer consultations in November 2017, the WPCC is working coproductively to redesign the existing Local Offer website. Feedback on the Local Offer is collated and reported on by the WPCC. The WPCC also has a comprehensive website to inform and empower parent carers of children and young people aged 0-25 with SEND.

End of Life

The Wiltshire Clinical Commissioning Group (CCG) led end of life programme board has a carers workstream. The CCG's [end of life web pages](#) for patients, carers and health professionals went live in early 2017.

SENDIS

The WPCC's Special Educational Needs and Disability Information Service (SENDIS) – is a 'one-stop' shop which offers a wealth of information as well as signposting parent carers to specialist services which support families raising a child with special educational needs and/or disabilities (SEND). To provide targeted support and information for parent carers, SENDIS shares information and advice through its helpline (available Mon-Fri, 10am-5pm), emails, the WPCC website, newsletters, bulletins, social media, and organised events covering a wide range of topics such as health, short breaks, social care, education, preparing for adulthood, and much more. WPCC also sends information about events and training to parents, carers and professionals from other agencies.

WPCC recorded 1,223 enquiries between 1st April 2016 and 31st March 2017 (increase of 4.26% enquiries compared to the same period the previous year). An analysis of the types of calls/enquiries received by the WPCC SENDIS service shows that the majority of enquiries are in relation to general support enquiries (39%) and Short Breaks (31%). SEN is the next highest type of call volume at 12%.

The SENDIS team have also been holding information sessions in the community during 2017/2018 as this has proven popular in previous years. This was in response to parent carers saying that they really value the service but would love to talk to WPCC face to face sometimes. The following have taken place this last year:

12th June 2017: St Mary's Primary School, Marlborough

15th November 2017: Calne Library

26th March 2018: County Hall, Trowbridge

Money Worries

25% of carers who had their own needs assessed by Carer Support Wiltshire in 2017/18 said they were always or often worried about money. Carer Support Wiltshire, in conjunction with the Wiltshire Citizen's Advice, run a money mentoring programme to help carers manage their finances. This can take the form of one off advice or a series of up to four face to face meetings. They also signpost carers to a national charity, Turn2us, that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services including a benefits calculator and grants search tool.

Carer Support Wiltshire helped 24 parent carers apply for grants for household equipment and breaks. They also obtained £12,244 in direct grants for carers. This included grants to 7 young adult carers for driving lessons, having a break and horse riding lessons.

Parent carers of children and young people can contact the WPCCC who will provide information and signposting.

Welfare, Debt and Money Management

Carers, including young carers, who need support with welfare, debt and money management can be referred, or can refer themselves, to Wiltshire Citizens' Advice for support

In 2017/18, Wiltshire Citizen's Advice supported 235 carers between July 2017 and March 2018. Through the support they accessed from Wiltshire Citizen's Advice, these carers were better off by a total of £289,346. In most cases this was due to increases in income, usually through increases in welfare benefits received. In others, it was through support with debts including having debts written off or through renegotiation with creditors.

- 87% of those who gave feedback felt that their financial position had improved after the support they received from Wiltshire Citizen's Advice.
- 91% of those who have feedback said that their view of their own future had improved after the support they received from Wiltshire Citizen's Advice.
- For every £1 we funded Wiltshire Citizen's Advice, carers were £10 better off either through increased income or reduced debt.

Volunteering for Carers

Carer Support Wiltshire support volunteering as a pathway back into work and offer opportunities for carers of all ages and backgrounds.

90 volunteers actively supported the carer support service in 2017/18 and 14% of those who responded to the annual survey reported that they had returned to work as a result.

Young Adult Carers Education, Volunteering and Training

The Carer Support Wiltshire young adult carer support worker worked closely with the student engagement offers and wellbeing advisors in the four Wiltshire colleges to identify and support carers aged 18-25. Nearly a third of young adult carers surveyed reported an improvement in their financial situation.

9 young adult carers were helped to access support for themselves and the person they cared for so they could take part in education, volunteering or training.

4 were financially supported to go to university (including support to enable them to leave home), 5 were referred for work-related support and 3 took up volunteering for Carer Support Wiltshire.

Training for Carers

Carer Support Wiltshire coordinates a network of organisations, including the Alzheimer's Society, Alzheimer's Support, Somerset Care, Leonard Cheshire Disability, Dorothy House, Wiltshire IAPT, and Prospect Hospice which work together to develop and deliver training to carers, including on-line training.

In 2017/18 105 carers accessed training through Carer Support Wiltshire. The range of training offered to carers included:

- Introductory course for carers of those who are caring for someone with dementia at home
- First aid for carers
- Cookery classes
- Elderly nutrition and hydration
- Continence, catheter and stoma
- Understanding autism
- Safer medication
- Mental capacity act
- Safeguarding
- A variety of courses for relaxation and stress management

100% of carers who provided feedback following training felt that the training they accessed will help support them in their training role or will support them to develop and move on.

Full details of the training available from Carer Support Wiltshire can be found [here](#).

The Alzheimer's Society have continued to develop their monthly peer support groups for carers of people living with dementia. In 2017/18 they added a new group in Melksham and a group hosted by the GP surgery in Tidworth. While these are an opportunity for carers to meet socially, they also provide information to carers and an opportunity to discuss topics that impact on their caring role such as

- The later stages of dementia
- Research
- Disease progression
- Guilt

Training for Young Carers

Young carers were offered first aid sessions by Spurgeons. The cookery sessions, while being much enjoyed by young carers and listed under young carer breaks, can equally be considered to have been training.

101 young carers gained accreditation through engagement in Youth Action Wiltshire's programme of respite activities and breaks, with a total of 174 accredited awards achieved by young carers including HSE Emergency First Aid, CIEH Food Safety, ASDAN Leadership, Young Carers Safety, Arts and Environmental and Conservation Awards

Training for Parent Carers

The WPCC promotes and, in some cases, facilitates training for parent carers of children and young people with SEND. The range of training offered/promoted in 2017/18

- Curly Hair Project
- Mental Capacity Act
- Personalisation Planning
- Healthy Me
- Triple P

The WPCC also supports the SWAPP courses by training Parent Facilitators who are experts by experience to support the courses. The SWAPP courses run termly across the county and support parent carers of children and young people on the autistic spectrum by facilitating discussion and sharing strategies. SWAPP is a partnership programme between parents and their child's setting or school that aims to build an understanding of autism and the challenges and delights it can present. The programme aims to empower families and staff who are closely involved in supporting a child or young person with autism, and is regularly reviewed and refined in coproduction with parent carers. Each session explores an area of autism such as communication or behaviour and involves information, ideas and discussions. Families and professionals are able to share experiences in a relaxed atmosphere over a cup of tea or coffee. SWAPP sessions are intended to be informal, interesting, interactive and enjoyable. As a result of attending SWAPP courses, parents are empowered to manage some of the issues associated with autistic spectrum conditions and as a result experience improved resilience and mental health.

5. Improve the identification of young carers and carers of people with needs relating to mental health or substance misuse

Young Carers and Schools

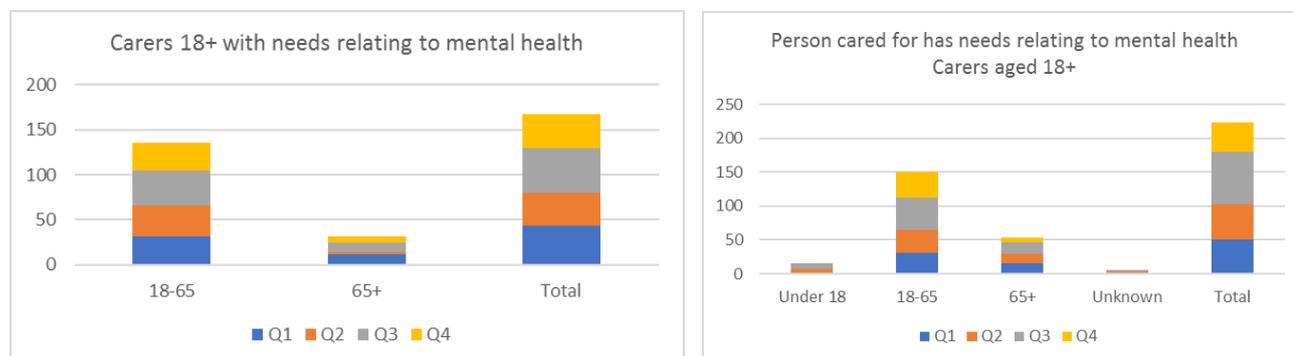
Spurgeons Young Carers worked with 69 schools across Wiltshire to raise young carer awareness. This included seeing young carers in school, attending meetings and supporting drop ins.

122 of the 244 young carers referred to Spurgeons for assessment and support in 2017/18 were referred by schools with 4 of these referrals being from school nurses.

Wiltshire's Healthy Schools award scheme now requires evidence of a young carer policy and a named member of staff for young carers. The Children's Society's Young Carers In Schools award is promoted in Wiltshire and offers ideas and actions for schools to mitigate the impact of caring on children and young people.

Carer Support and Mental Health

Carer Support Wiltshire supports both carers of people with needs relating to mental health and carers who have their own needs relating to mental health. The following figures are of those who were referred into Carer Support Wiltshire in 2017/18.



At the end of 2017/18 there were 16 young carers known to Spurgeons Young Carers who identified that they have needs relating to mental health.

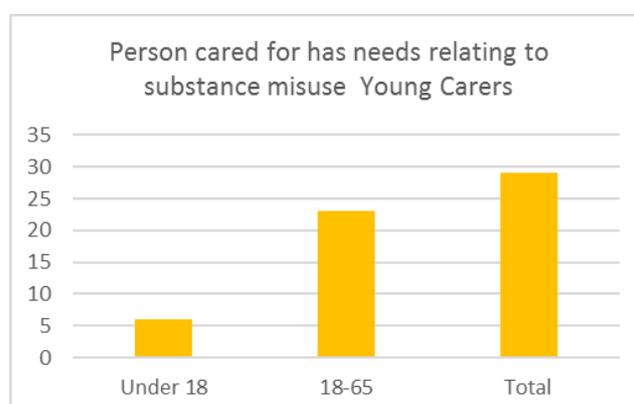
Avon & Wiltshire Mental Health Partnership NHS Trust (AWP)

AWP exceeded the national key performance indicator of 85% of service users having an identified carer in 2017/18. The low level of referrals to Carer Support Wiltshire from AWP is indicative that a high percentage of identified carers decline the offer of a referral to Carer Support Wiltshire.

Carers and Substance Misuse

Carer Support Wiltshire ask all carers who receive a carers assessment if they rely on alcohol, cigarettes or any other substances to get them through the day. In 2017/18 only 1 carer aged 18+ identified that they have needs relating to substance misuse. Carers identified that 3 of those they care for have needs relating to substance misuse.

At the end of 2017/18 there were no young carers known to Spurgeons Young Carers who identified that they have needs relating to substance misuse, however, 29 young carers known to Spurgeons identified that they care for someone with needs relating to substance misuse.



6. Support communities to become more carer aware and supportive of carers living within them

A Carer Aware Wiltshire

Carer Support Wiltshire delivers a programme of carer awareness to health, social care and voluntary sector partners in Wiltshire. In 2017/18, 688 professionals took part in carer awareness sessions. These included

- Spurgeons children's centre staff
- Acute stroke team at the Royal United Hospital, Bath
- Dorothy House DPU and reception staff
- Carer awareness training as part of dementia level 1 and level 2 training for hospital staff
- Colleges
- Local Area Boards

Carer Support Wiltshire also works with, and within, all the acute and community hospitals that serve Wiltshire to raise public, patient, carer and staff carer awareness.

In January 2018 Carer Support Wiltshire began a partnership with the Wiltshire Times and Gazette & Herald with a series of features highlighting carers.

Working for Carers

Working for Carers (W4C) has 34 corporate members representing 19,761 employees. Members range from small local businesses with less than 10 employees to large national brands with 9,000 employees. With one in 8 employees also a carer, around 2,500 working carers are receiving improved flexible support in the workplace enabling them to better balance their caring and working lives.

Carer Support Wiltshire is working with Worcestershire Association of Carers and Forward Carers in Birmingham to engage with employers in the Midlands. They will also be launching the scheme in Gloucestershire later this year in association with Carers Gloucestershire

Carers Week 12 – 18 June 2017

The theme for Carers Week in 2017 was Building Carer Friendly Communities. Carer Support Wiltshire celebrated and recognised carers during Carers Week by giving over 60 carers and those they care for a break with an afternoon tea in 5 locations across Wiltshire. They ran information stalls and activities in all the community and district hospitals serving Wiltshire and promoted other Carers Week activities including those in GP surgeries and in partner organisations including Dorothy House.

Carers Rights Day 24 November 2017

Carers UK released new public polling for Carers Rights Day 2017, showing that unpaid carers are missing out on vital support as the public is 'unable to recognise friends and family that care'. More than half of those surveyed believe they didn't know a single friend or family member looking after a loved one, despite one in 10 people being carers in the UK.

Carer Support Wiltshire focussed on raising carer awareness in the 3 acute hospitals that serve Wiltshire, providing signposting and information to visitors and staff together with partner organisations Swindon Carers and BANES Carers. They also had display stands in the County Hall Atrium and at Trowbridge

College and Lackham and Chippenham Colleges displayed information on their TV screens. Awareness raising posters were also made available to all GP surgeries and hospitals.

Young Carer Awareness Day 25 January 2018

The Carers Trust undertook a snapshot survey for Young Carer Awareness Day 2018 and found that

- 46% are getting up in the night to care for family members, missing out on their own sleep.
- More than 80% are carrying out caring duties every day or most days of the week.
- One in ten young carers go the shops unaccompanied to buy essentials for the family.
- Three quarters of these children are providing emotional support by cheering up family members when they are sad.

Carer Support Wiltshire's young adult carer support worker appeared on the BBC Wiltshire breakfast show and Salisbury TV on 25th January 2018 to talk about Young Carer Awareness Day.

Local Area Boards

3 of Wiltshire's 18 Local Area Boards have carers champions with a further 13 champions having a joint older people/carers focus.

Trowbridge Local Area Board undertook a survey of carers aged over 50 who live in the Trowbridge area. 47% of the 139 respondents say they spend over 40 hours a week looking after or helping those they care for. 53% of respondents had accessed information, advice or support in the previous 12 months from Wiltshire Council or care agencies to help them in their caring role and 41% had received a carers' assessment. 64% of carers found it either difficult or very difficult to find time for themselves. 26% did not use support or services to help them take a break from caring because they get sufficient breaks from family and friends but 26% didn't know they could get such help. Carers listed a wide range of activities they have enjoyed in the past which they might like to take up again if they had support to enable them to take a break. Many of these were physical exercise such as swimming, walking or yoga but for some it was just to have time for themselves. 84% of carers who responded said the caring role had had a detrimental effect on their general health and wellbeing with 25% of those saying the effect had been big. The impact ranged from feeling tired (80%) or depressed (50%), a general feeling of stress (65%) or feeling short tempered or irritable (53%) with 40% feeling physical strain (e.g. back ache), 13% developing their own health condition and 26% having an existing condition which had been made worse.

Parent Carers in Calne received a grant from the Calne Local Area Board to set up a targeted Youth Club for young people on the Autistic Spectrum to meet an identified need as raised by parent carers. The parents are supported to run the club by the Local Youth Network and Barnardo's.

Carer Support Wiltshire received a grant from Trowbridge Health and Wellbeing Board to tackle loneliness and isolation among the elderly in the Trowbridge area and, working with other organisations such as Age UK to ensure that those who are lonely or isolated are referred to the most appropriate organisation or group for information, advice and support. Statistics on loneliness show that 7% of people aged 65+ say they always or often feel lonely with 33% sometimes feeling lonely. 25% of carers say they are always lonely with 62% of carers sometimes feeling lonely. The approach taken included ways of reaching those who are lonely and isolated but who do not use social media or the internet.

Warminster Local Area Board Health and Wellbeing Group discussed their concerns about carers not being recognised and happy to ask for help, rather than just getting on with things until reaching crisis point, at their meeting in September 2017.

Carers' Pooled Budget

Wiltshire Council's adult care and children's services and Wiltshire Clinical Commissioning Group contribute to the carers' pooled budget which is managed by Wiltshire Council. This is what we spent in 2017/18.

Carer Support Wiltshire	£1,090,307
Spurgeons Young Carers	£159,717
Young Carer DVD	£1,030
Carers Emergency Card Response	£15,000
Rethink Advocacy	£20,000
Carers Direct Payment Support	£30,000
Consultations, events and other expenses	£184

Next Steps

Work has already commenced to identify the priority areas of the strategy to be addressed in 2018/19. Wiltshire Carers' Action Group will focus on

Identification

- Carers of people with needs relating to mental health know where to access information, advice and support, including carers of those who are not engaging with services.
- Carers of people with needs relating to substance misuse know where to access information, advice and support, including carers of those who are not engaging with services.
- Schools are young carer aware, can identify young carers and have a better understanding of the issues faced by young carers.

Carer Crisis

Carers can access support if they are struggling with their caring role, are in crisis or at risk of crisis, or feel they are, for any reason, at risk of harming the person they care for or being harmed by them.

Assessment and Support

All carers' assessments, joint carer/cared for and whole family assessments are holistic and whole family with support packages, for those eligible for them, put in place which maximise the flexibility offered by direct payments to meet the needs of the whole family in a creative and affordable way.

Carers of those who are not eligible for a support package funded by social care, including “self-funders”, can access information, advice and signposting to enable them to access the support and care the person they care for needs to meet their needs.

WCAG

Work will continue to expand membership of the Wiltshire Carers’ Action Group to include all partners in health, social care and the voluntary sector who contribute to supporting carers.

Other plans for 2018/19 include:

- Carer involvement in the development of the new adult care advice and contact team to ensure it is carer aware and carer friendly and young carer aware and young carer friendly, that it meets the needs of all carers including those of “self-funders” and that it is able to provide appropriate information, advice and signposting so carers only have to tell their story once.
- From 1 April 2018, young carers will have all their needs assessed by Wiltshire Council’s Support and Safeguarding Service. Needs relating to caring will be identified alongside any other evident need; a holistic approach will be taken to improve their outcomes.
- When a young carer has their needs assessed, the Wiltshire Council Support and Safeguarding Service will write to the young carers’ GP surgery, enabling the GP to take their caring role into account when considering what mental and/or physical support the young carer needs and enabling them to be treated as an expert partner in care when the GP considers the needs of the person they care for.
- WPCC will be introducing Outreach Workers to enhance its SENDIS service. This new element of the WPCC’s offer to parent carers will particularly focus on supporting more vulnerable parent carers who find it difficult to access information and support by phone or via technology, and will also work to engage with seldom heard parent carers. The WPCC anticipates this element of the service becoming available from June 2018.
- A review of the GP Investors in Carers awards scheme to simplify the criteria for award and increase the consistency and standard of support offered to carers by GP surgeries.
- Clarifying the arrangements for advocacy for carers who have substantial difficulty advocating for themselves.
- Wiltshire Council and Carer Support Wiltshire will work together to develop a mechanism to ensure that young carer and young adult carer voices are encouraged, heard and acted upon by service provider and partner organisations including Wiltshire Council and Wiltshire CCG.
- Finding a way to share information about things happening locally and nationally that impact on carers.
- Development of a memorandum of understanding based on the national template “No wrong doors: working together to support young carers and their families”
- Completion of an updated carers handbook, co-produced with carers, to be made widely available in hard copy and on line.

- Review of Your Care Your Support carer pages and Carer Support Wiltshire website to ensure that information for carers available on line is easy to find.

Report author: Maria Keel, Community Commissioner (Carer Support)

Report date:

For copies of any other reports or documents referred to in this report, please contact maria.keel@wiltshire.gov.uk