Question 1: Can you describe your council’s operational approach to providing Information, Advice and Assistance for:

a) carers of adults

Carers may request and are provided with information, advice and assistance via a number of routes, e.g. via Porth Gofal (initial access point for Carers and people in need), via the Carers Information Service run by the Ceredigion County Council Carers Unit, via Ceredigion County Council Social Services assessment teams or via the Ceredigion County Council Family Information Service. There is a good awareness of services locally and nationally and staff are available to support and advise. The Carers Unit has a well-developed and detailed communications plan which sets out the engagement plan for the year which includes several large public events and feedback is sought from Carers and partners as to the effectiveness of these events. The Carers Unit also publishes a Carers Information Service Magazine three times a year that receives universal praise from Carers and partners, and serves as a single source of information and directory of support. As evidenced during the CSSIW Key Lines of Enquiry Carers Focus Inspection that took place in Ceredigion between October 2016 and January 2017, this is clearly something that is welcomed by Carers. Social media platforms, such as Facebook and Twitter are being increasingly utilised to communicate information to Carers alongside paper publications.

Raising awareness of the needs of Carers and recognising adults and young people with a caring role, continues to be developed and promoted throughout the county on an ongoing basis. One example of this is the Hywel Dda Regional Partnership (Ceredigion, Carmarthenshire and Pembrokeshire local authorities, Hywel Dda Health Board and third sector partners) Investors in Carers scheme, a health led initiative initially developed by Ceredigion County Council, which works with GP surgeries, and is now being rolled out to secondary care, schools and pharmacies. This is raising awareness of the existence of Carers both young and adult and the importance of identification and referral where appropriate. Under the Investors in Carers scheme, Carers can complete a registration form at their GP surgery to: request a Carers needs assessment, to join the Carers Information Service run by Ceredigion Council Council’s Carers Unit and/or to be referred to a range of Carer support services.

Members of staff within the Carers Unit have completed a Level 4 qualification in Information Advice and Guidance and members of staff of Porth Gofal service will complete the qualification over coming months. Ceredigion County Council also operates an e learning programme, “Carer Aware and “Young Carer Aware”. For social care staff this is mandatory. Within this programme, health & social care staff, including voluntary workers, receive training to meet the legal and professional responsibilities and ensure they are up to date with the latest developments to support carers. The e-learning course is a practical, engaging online training resource and feedback from over 95% of the learners now feel confident to engage with carers and provide Information, Advice and Assistance. Carer Aware is structured into four bite-sized modules, enabling you to study it in short sessions, covering:

• Who cares?
Throughout the course, staff can access to a range of care related web links, enabling them to explore topics further and develop a deeper understanding of key issues.

In the event that information and advice is provided to a Carer by Porth Gofal but further assistance is still required in order to meet a Carers support needs, a referral is made to the Porth Gofal Triage service which commenced in February 2017 which includes senior clinical nurses, occupational therapists, physiotherapists, third sector facilitators and social workers. The Porth Gofal Triage service refers requests for Carers needs assessments on to the appropriate Social Services assessment team to complete.

b) cars of disabled people under the age of 18

Parents/carers who look after their disabled children are ‘carers’ under the new Act by definition. Disabled children are no longer ‘children in need ‘ requiring care plans because of their disability however this has been replaced in the new Act by the presumption that disabled children are eligible for a Care and Support plan. This means that TPA assess the needs of disabled children and many have a Care and Support plan on a long term basis as that is the nature of the support required. 172 children who have a C & S plan have a keyworker to coordinate agency roles also provide face to face or telephone support to parents which often includes relevant ‘information advice and assistance’ a need which is ongoing for these families. Also parents can access wellbeing and health workshops, training, a parents group supported by TPA which also represents advice and assistance to parents/carers.

Question 2: Can you describe your council’s operational approach to carer’s Needs Assessments for:

a) carers of adults

As mentioned under question 1, Carers can request and are provided with information, advice and assistance via a number of routes. Where Carers contact Porth Gofal to request a Carers needs assessment, the Porth Gofal Triage service a (which includes senior clinical nurses, occupational therapists, physiotherapists, third
sector facilitators and social workers), refers such requests on to the appropriate Social Services assessment team to complete. In addition, Porth Gofal and Social Services assessment teams consistently offer proportionate assessment (Carer’s Needs Assessments) to people identified as Carers when they appear to need support (as required under current legislation). All staff are aware and routinely offer a Carers Needs Assessment when it is identified that there is a Carer in need of support involved with the person with care needs. Good practice has always driven our process to ensure any Carer who came forward was offered an assessment under previous legislation, based on the Carers view of the impact caring had on their life. Whilst the legislative focus has changed from regular and substantial, the good practice to proactively offer, regardless and without reference to the amount of care they provide, still remains a fundamental basis for our engagement with the Carer. If a Carer wishes to have an assessment they will be supported in that intent. Carers needs assessments are carried out by Social Services assessment teams and where Carers are assessed as having needs that meet the Social Services and Well-being Act eligibility criteria, their needs are met by Social Services. A support plan is completed for those who have eligible needs resulting in a service being provided. Additional support in the form of specialist advice is available to professionals from the Ceredigion County Council Carers Unit where required.

Following the CSSIW Key Lines of Enquiry Carers Focus Inspection that took place in Ceredigion between October 2016 and January 2017, CSSIW noted that Carers confirmed that they have been offered assessments and that generally their views are listened to, and said that they had received a copy of their assessment, and the assessment had resulted in additional services. In all cases, regardless of whether Carers are assessed as having eligible needs or not, Carers are provided with information and are signposted to other organisations that may be able to help them in their caring role.

Young Carers (whether caring for an adult or a young person) who are identified by Social Services assessment teams or who contact Social Services for support, are referred to Action for Children Young Carers Service (commissioned by Ceredigion County Council) for help and support. The Young Carers Service is responsible for carrying out age appropriate Carers needs assessment. Where they identify a need for support requiring multi-disciplinary input or social care interventions, they then refer via Porth Gofal.

b) carers of disabled people under the age of 18?

See response at a) above - the request/ offer /referral process for Carers needs assessments of Carers of disabled people under the age of 18 operates in parallel to Carers of adults. Keyworkers for disabled children that come to Tim Plant Anabl are all offered Carers Assessments in their own right though if an effective plan for the child is put in place this will often meet their needs as carers too.

Question 3: During this period how many people who made contact with the council did you record as being a carer?

Of the children and adults that started an assessment, it was recorded that 273 carers made contact with the council. However, there is a significant number of people who made contact with the council, but we’re unable to ascertain whether
these were carers, adults or children since, as per the guidelines of the act, we are not required to record 'core data' for people who receive only information.

**Question 4: During this period how many people who you recorded as being a carer received information to support their caring role?**

Of the children and adults that started an assessment, it was recorded that 68 carers received Information, Advice or Assistance to directly support an identified need. However, there is a significant number of people who receive information but we're unable to ascertain whether these were carers, adults or children since, as per the guidelines of the act, we are not required to record 'core data' for people who receive only information. All parent carers of disabled children receive ongoing information advice and assistance from their keyworker on request and as part of care planning.

**Question 5: Did you fund any organisations to provide information, advice or assistance to carers during this period?**

Ceredigion County Council commission the following services to Carers, each service area has elements of IAA within the service specification and the Carers Unit review and monitor their performance to identify potential gaps in service and ensure they are delivering services as set out in their contracts in conjunction with commissioning officers:

**British Red Cross provide Ceredigion Carers Support Service**
The Ceredigion Carers Support Service offers practical and emotional support to Carers of all ages throughout the community, including adults and young people. The service acts as a focal point within the community for Carers to access appropriate advice, support and relevant information, and host events that include training and leisure opportunities.

**Hafal Crossroads**
Hafal Crossroads provide a trained support worker to come into the home to take over the caring responsibilities for up to three hours per week, so that the Carer can have a break from their caring role.

**Hafal provide Seibiant service**
The Seibiant service for Carers provides information, advice, help and support to Carers of people with mental health issues.

**Action for Children provide Young Carers Service**
The Young Carers Service offers one to one support to children and young people between the ages of 8 to 18, who care for a family member with an illness, disability, mental health issue or drug/alcohol related issues. Breaks from their caring role are provided in the form of group activities and meeting with other Young Carers. Support is also given to Young Carers within the comprehensive schools in Ceredigion offering one to one support, PSE sessions and assembly talks.
Tim Plant Anabl
A key worker from TPA has facilitated bringing SCOPE charity to Ceredigion for the first time to train parents in peer support.

Question 6: Did you fund any organisations to undertake carers needs assessments during this period?

All Carers needs assessments of adults are carried out in-house by Social Service assessment teams. Age appropriate Carers needs assessments of Young Carers are carried out by the Action for Children Young Carers Service (commissioned by Ceredigion County Council and undertaking under a contractual agreement), in close cooperation with Children and Families Service and Team around the Family.

Question 7: During this period how many carers of people over the age of 18 have been recorded as having been offered a carers needs assessment:

a) by the council directly?

Of the children and adults that started an assessment, it was recorded that 924 people had been offered a carers needs assessment. However, there may be a small number of people who were offered a carers needs assessment that then went on have a separate carers assessment, rather than a joint assessment with the cared for. This may have caused us to double count a small number of carers.

b) by a third party on your behalf?

0

Question 8: During this period how many carers of people over the age of 18 have been recorded as having a carers needs assessment:

a) by the council directly?

Of the children and adults that started an assessment during the period, it was recorded that 273 had a carers needs assessment.

b) by a third party on your behalf?

0
Question 9: During this period how many carers of people over the age of 18 went on to have “eligible needs” and receive a support plan following a carers needs assessment:

   a) by the council directly?

   Of the carers that started an assessment during the period and went on to have eligible needs, it was recorded that 47 people had a support plan within the period, following a carer’s needs assessment.

   b) by a third party on your behalf?

   0

Question 10: During this period how many carers of disabled people under the age of 18 have been recorded as having been offered a carers needs assessment:

   a) by the council directly?

   Of the people that started an assessment, it was recorded that 94 individuals had been offered a carers needs assessment. However, there may be a small number of people who were offered a carers needs assessment that then went on have a separate carers assessment, rather than a joint assessment with the cared for. This may have caused us to double count a small number of carers.

   b) by a third party on your behalf?

Question 11: During this period how many carers of disabled people under the age of 18 have been recorded as having a carers needs assessment:

   a) by the council directly?

   Of the people that started an assessment during the period, it was recorded that 11 had a carers needs assessment.

Additional Comments:

Many, if not most of our families decline the carer assessment as their needs for support are almost always directly addressed through support provided for their children. Short breaks for example are by definition respite for the carer and quality experience for the child but are recorded on child’s C & S plan only.

20 DAW’s (provided by DASH)
21 in sitting service provided directly by ourselves
28 via attendance at groups run by us
And a further 7 have short breaks with the project worker
We also offer training and workshops for carers, support a parents group and have brought in the charity SCOPE to facilitate parent to parent support.

b) by a third party on your behalf?

0

Question 12: During this period how many carers of disabled people under the age of 18 went to on to have “eligible needs” and receive a support plan following a carers needs assessment:

a) by the council directly?

Of the carers that started an assessment during the period and went on to have eligible needs, it was recorded that 10 people had a support plan within the period, following a carer’s needs assessment.

b) by a third party on your behalf?

0

Question 13: During this period how many carers were charged for a service by your authority?

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