FOI 2356 Information on Carers

Under the Freedom of Information Act 2000 I seek the following data relating to the period between 6th April 2016 and 5th April 2017. Carers Wales is collecting this data as part of our Track the Act research project (www.carersuk.org/wales/news/track-the-act)

These questions relate to the period 6 April 2016 – 5 April 2017

Denbighshire response:

NB The accuracy and completeness of performance information for the 2016/17 reporting year cannot be guaranteed due to the significant changes in operational and systems practices which occurred incrementally throughout the year, some of which are still ongoing. These changes resulted from our transition to new ways of working in response to the Social Services and Well Being Act (Wales) Act 2014.

1. Can you describe your council’s operational approach to providing Information, Advice and Assistance for:
   a) carers of adults - Single Point of Access

In response to the Act, Denbighshire has developed an asset based approach across the whole of Community Support Services. Approach is applied equally to Carers as to all other citizens and is designed to provide IAA irrespective of the level of care provided. It engages Carers in What Matters conversations to enable them to identify their individual well-being outcomes and ways these can be achieved.

Development of Single Point of Access (SPoA) - This has been a key development to provide citizens with Information, Advice & Assistance including Carers. SPoA staff have been up-skilled to actively identify Carers with the support of a Carers Champion based in SPoA, and a triage system developed to ensure that a proportionate approach is taken to provide Carers with the appropriate level of support.

Denbighshire Talking Points – This is a new initiative in response to the Act. They are based in communities across the County to provide citizens with IAA ranging from local/community based support to specialist and statutory assistance. Talking Points are supported by social care staff, and third sector organisations - primarily Community Navigators commissioned by the authority, but also organisations such as North East Wales Carers Information Service (NEWCIS), Alzheimers, & Hafal. Carers can also make an appointment at Talking Points for a more in depth assessment of their needs.

A referral pathway has been developed for Carers coming through Talking Points and SPoA.

The new DEWIS Cymru Information Portal is populated with details of organisations that support Carers in Denbighshire.

Local Authority website - The Carers page has been updated with details of the Act and the enhanced rights of Carers, and links to local and national organisations that support Carers.
Denbighshire also promotes Carers Wales’ new comprehensive booklet on Assessments for Carers under the new Act.

During Carers Week 2017 – we will be raising awareness of the rights of Carers and support available, across all Denbighshire Talking Points.

b) carers of disabled people under the age of 18 - Education and Children’s Service

2. Can you describe your council’s operational approach to Carer’s Needs Assessments for:
   a) carers of adults

   The approach is the same as for all other citizens in line with the requirements of the new Act, i.e. a proportionate, asset-based approach on What Matters to the individual, and, if needed, support to help them identify goals and achieve outcomes. Denbighshire commissions a dedicated assessment service with NEWCIS. The service is for adult Carers of people over the age of 18, in need of a more in-depth assessment (What Matters 2 conversation) and provides support to achieve goals. Local authority practitioners assess Carers themselves if this is the better option. The assessment service model with NEWCIS links in closely with operational teams to enable joint working where required with the cared for person’s practitioner and also with the council’s Healthy Carers Worker. The service also provides expert knowledge on Carers issues within operational teams to support the council’s own practitioners. There is also a triage system in place whereby Carers can be signposted directly onto NEWCIS for further information & advice if an in-depth assessment is not indicated. This ensures that a proportionate approach is maintained to provide appropriate level of support.

   b) carers of disabled people under the age of 18? - Education and Children’s Service

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

   477 carers of adults

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

   Adults: 477 – All Carers recorded will have received a level of information.

5. Did you fund any organisations to provide information, advice or assistance to carers during this period?
Adults: Yes. Denbighshire LA has always worked in partnership with the third sector to support Carers. Organisations funded in 2016-17 included NEWCIS, Alzheimers, Hafal, Mind, Neurotherapy Centre. Assistance for Carers provided via services to the cared for were also commissioned with organisations including Crossroads, PSS, Co-options, Alzheimers, Waen Day Care, and independent domiciliary care agencies and residential homes. We are currently reviewing our processes for funding the third sector to ensure that all services meet the requirements of the new Act.

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

Adults:
A dedicated carers assessment service for adult Carers of people over the age of 18 was commissioned with NEWCIS (see response to Q.2a for details)

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?
Denbighshire no longer records the offer of an assessment as there is no longer a requirement to gather this data.

b) by a third party on your behalf?
This information is not gathered

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?
477. All Carers contacting our Single Points of Access who have received information are regarded as having had an assessment that is proportionate to their needs.

b) by a third party on your behalf?
The figure above includes those who are referred onto the commissioned service with NEWCIS for a more in depth conversation / assessment (What Matters 2 conversation).

9. During this period how many carers of people over the age of 18 went to on to have “eligible needs” and receive a support plan following a carers needs assessment:
468 Carers were progressed to a What Matters 2 conversation. 399 received support to help them achieve their goals and outcomes via the assessment service commissioned with NEWCIS. (This figure includes 113 cases taken from the local authority’s client information system – NB statement at the beginning of the report in relation to performance figures).

Of the 468 who were progressed to a What Matters 2 conversation, 69 declined further information and support.

The provision of statutory assistance following a What Matters 2 conversation, is considered by a local authority Carers Panel. Assistance can include the provision of short breaks and/or ‘one off’ grants to meet identified well-being outcomes.

It is not possible to separate out how many Carers went to have eligible needs met by a third party as their needs are often met by a combination of statutory and third party services.

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?  - Education and Children’s Service
   b) by a third party on your behalf?  - Education and Children’s Service

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?  - Education and Children’s Service
   b) by a third party on your behalf?  - Education and Children’s Service

12. During this period how many carers of disabled people under 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?  - Education and Children’s Service
   b) by a third party on your behalf?  - Education and Children’s Service

13. During this period how many carers were charged for a service by your authority?
    Denbighshire does not currently charge for Carers services.