

Improving Services Provision for Carers

GWASANAETHAU CYMDEITHASOL—SOCIAL SERVICES

Results Based Accountability: Performance Scorecard
June 2010



Improving Services

Outcome

Carers will have access to appropriate support services that respond to their needs.

Our Customers

Carers are people who provide unpaid care for a spouse or partner, child, relative or friend who is ill, disabled or elderly and frail. The carer may be a child or adult.

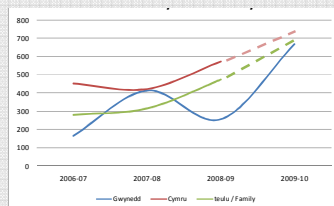
Why is this important?

To support the right of carers to support their loved ones according to their choice. The evidence suggests that carers, including young carers, want to care for their loved ones to promote independence and enable them to stay in their homes and their community. In order to achieve this, support and support services is needed.

Heartening Indicators

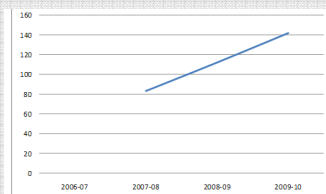
Number of Carers Identified

The number of carers identified has increased from year to year.



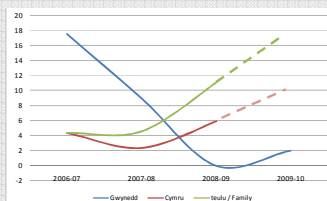
Number of carers receiving a service

The number of carers that receive a service from the council had increased from year to year, though the percentage of carers receiving a service has fallen as the number of carers identified has increased.



Percentage of carers awaiting assessment

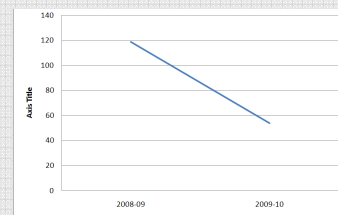
The number of carers awaiting an assessment at the end of the year—on the waiting list—is very low. We perform much better than the Welsh average in this area.



Worrying Indicators

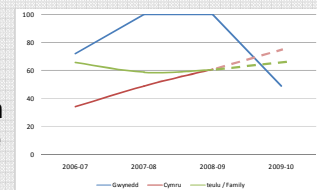
Number of Young Carers Identified

This number is low, and has fallen since last year. The percentage assessed and then going on to receive a service has increased, though the absolute numbers have fallen. Part of the cause of this decrease is down to how we measure the number of young carers and this is an area for improvement.



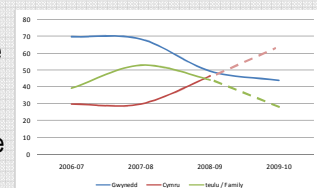
Percentage of carers who were assessed or reviewed.

This is low as not all carers who are offered an assessment will go on to accept it and therefore be assessed.



Percentage of carers receiving a service

Even though the number of carers receiving a service has increased, the percentage has decreased. This is partly due to the increase in the number of carers.



Provision for Carers

The story behind the performance.

There are over 89,000 carers in Wales who contribute more than 50 hours per week of unpaid care (2001). Many of these report that their health suffers as a result. There is evidence that children and young people who are carers will suffer bullying. In addition they will lose out on educational and recreational opportunities. Gwynedd's demographic profile shows the intense demand needs of older people and children in need, an increasing number of individuals and families dependent on the support of carers.

Given the national data and information available we can estimate that there are around 3,000 carers in Gwynedd. Social Services (Children and Adults) is aware of 722 and supports 177.

It was declared in 2007 that carers contribute the equivalent of £3.5 billion towards the costs of care in Wales. That would equate to £120 million in Gwynedd alone.

Carers have been identified as a priority development program in the Council's Three Year Plan 2008-11. To improve our understanding of how to support carers and improve and coordinate service provisions the Service and Carers Strategy Group identified the need to appoint a coordinating officer as a priority. A temporary officer was appointed in 2008 to coordinate and extend the work of the partnership. Gwynedd Council approved establishing this post on a permanent basis in May 2010. Within Social Services during 2009-10 priority was given to establish procedures to identify and assess carers. Reliable information was not previously available.

The information that carers need has been reviewed - and an information pack for carers was launched at the Bala Eisteddfod 2009. It has since been reprinted following requests from carers.

How will we know we've succeeded?

	Number	Quality
Effort	<ul style="list-style-type: none"> Number of carers identified Number of carers assessed Number of carers receiving Service Number of young carers 	<ul style="list-style-type: none"> Percentage of carers awaiting assessment Percentage of carers that were offered an assessment or review Percentage of carers who are assessed or reviewed Percentage of young carers who are assessed
Effect	<ul style="list-style-type: none"> Percentage of adult carers who have received a service Percentage of young carers who have received a service 	<ul style="list-style-type: none"> % Of adult carers who stated that the services they have received has had a positive impact on their lives % Of young carers who stated that the services they have received has had a positive impact on their lives

Partners

- (Members of the Partnership) Partnership Health and Wellbeing leads for parterniaethau Gwynedd. Social Services is leading on behalf of the Council
- Gwynedd Carers Partnership members.
- Department of Social Services
- Education Department
- Betsi Cadwaladr University Health Board
- Carers Wales Carers Wales
- Mantell Gwynedd
- Carers Support Service
- Crossroads Care / Care Crossroads
- Gofal Mon
- Age Wales
- Alzheimers Association
- Hafal
- Action for Children
- Carers Champion

What can we do in Gwynedd Council?

Outcomes

Carers will have access to appropriate support services that respond to their needs.

Actions and outputs.

- **Ensure accurate information for carers**
 - ⇒ Discussion with Deudraeth Cyf. to get an update on the progress and planning for the future
 - ⇒ Develop information files outlining the support available to employees
 - ⇒ Identify how to develop and improve the Council's website to meet the current needs of carers
 - ⇒ Explore new ways of presenting information
- **Create Carers' Rights Charter**
 - ⇒ Facilitate session with Carers' Partnership to agree format and contents
 - ⇒ Produce Gwynedd Carers Strategy 2011-14
 - ⇒ Agree Policy Document for Social Services for Adult and Young Carers
- **Produce comprehensive Carer Assessment form**
 - ⇒ Develop a referral form with other agencies
 - ⇒ Share the new Carers Assessment Form with agencies
 - ⇒ Organise training for Social Services teams for using the new form and information regarding the services available.
- **Improving Services for Carers**
 - ⇒ Collect data regarding carers referrals in order to establish baselines and set targets.
 - ⇒ Identify what respite provision is currently available including the use of Telecare
 - ⇒ Establish processes to collect information about unmet need
 - ⇒ Develop a structure to collect this data
 - ⇒ The Partnership to discuss carers transport requirements with the Gwynedd Community Transport Officer
 - ⇒ Develop ID card for use in schools for young carers
 - ⇒ Scope the services available for former carers within the Gwynedd Carers Partnership
 - ⇒ Promote the use of direct payments
 - ⇒ Identify needs and opportunities for respite care provision and cost effective commissioning
 - ⇒ Reduce the waiting list for respite care for sick and disabled children and adults