Review of support for Adult Unpaid Carers

Prevention and Early Intervention Team

Definition

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

The Social Services and Well-being (Wales) Act 2014

Reasons for review

- 'Roll over' Service Level Agreement

- The impact of the current climate in Health and Social Care

- Understanding 'What Matters' to Carers

- Local demographics

- Funding constraints

Methodology

- Data analysis

- Process mapping

- Staff engagement

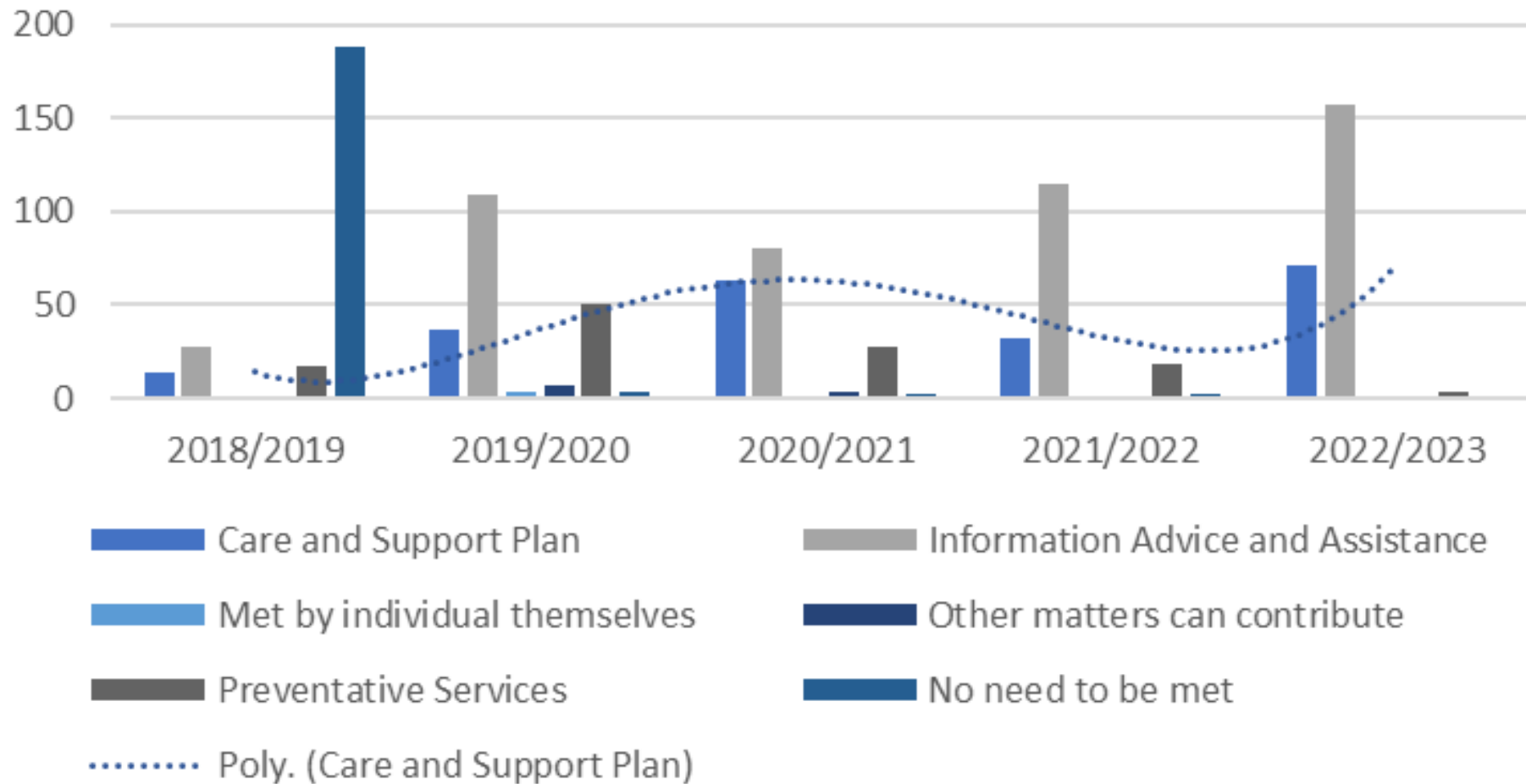- Good practice research

Data Review

- NPT has the highest proportion of disabled people in Wales – 24.6% (ONS)

- NPT has the highest proportion of unpaid carers 12.3% in Wales

- 235 Carers Needs Assessments completed in 22/23

- ¼ of Carers Needs Assessments identified an eligible need

- Average age of an adult unpaid carer is 55-59yrs old

- 75% of carers identified were Female

- Unpaid Carers support in equivalent monetary value equates to £618 million for NPT
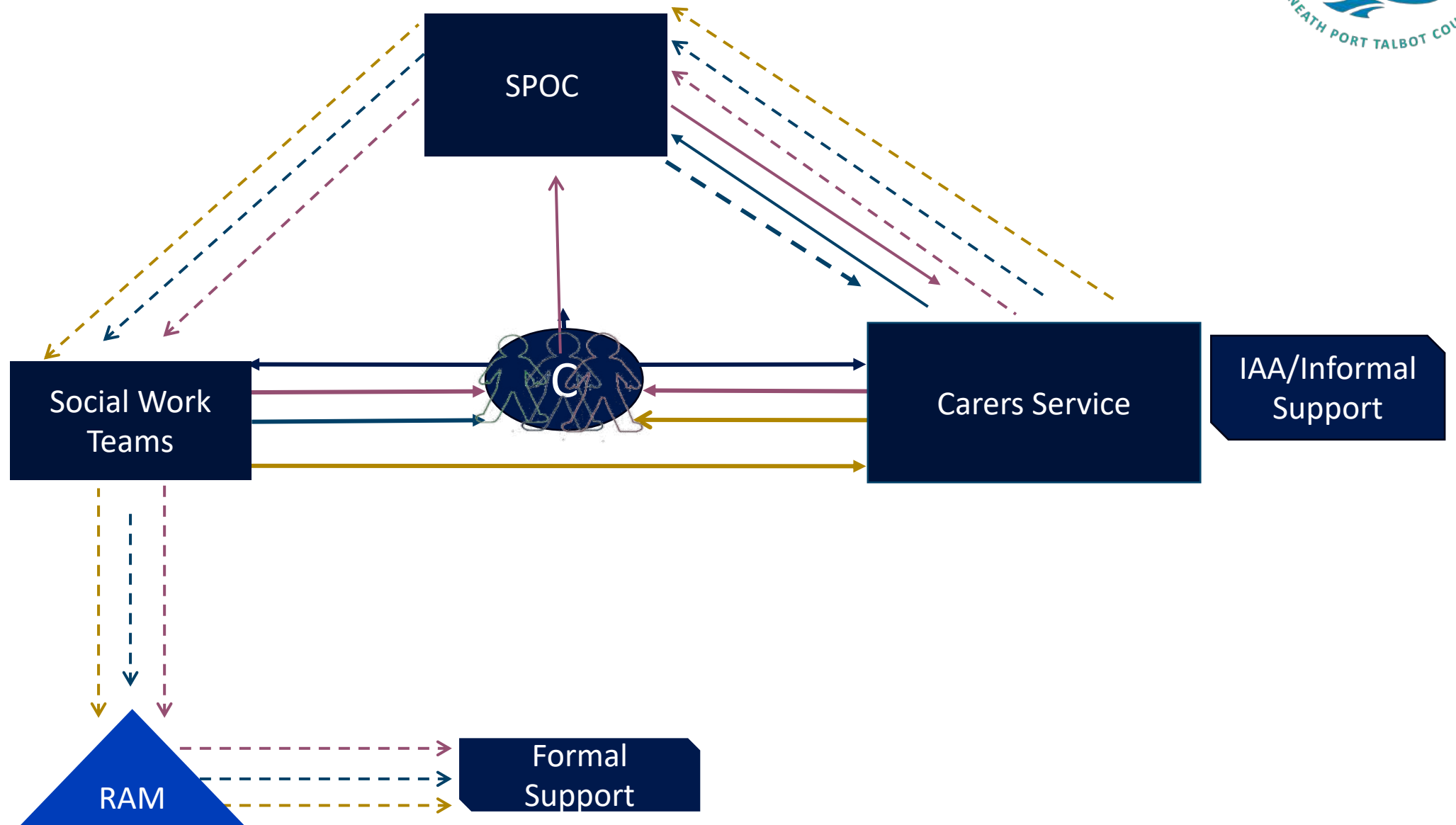
Data Review

Carers Service recorded outcomes 2018-2023

Legend:
- Care and Support Plan
- Information Advice and Assistance
- Met by individual themselves
- Other matters can contribute
- Preventative Services
- No need to be met
- Poly. (Care and Support Plan)

Current Process Map

Findings so far

- Multiple entry points

- Transition

- Carers Assessments/Care Plans

- Support for Carers 'hidden' in cared for person care plan

- Awareness of available support

- Integration between services

- Identification of Carers

- Waiting times

- SLA focus on outputs not outcomes
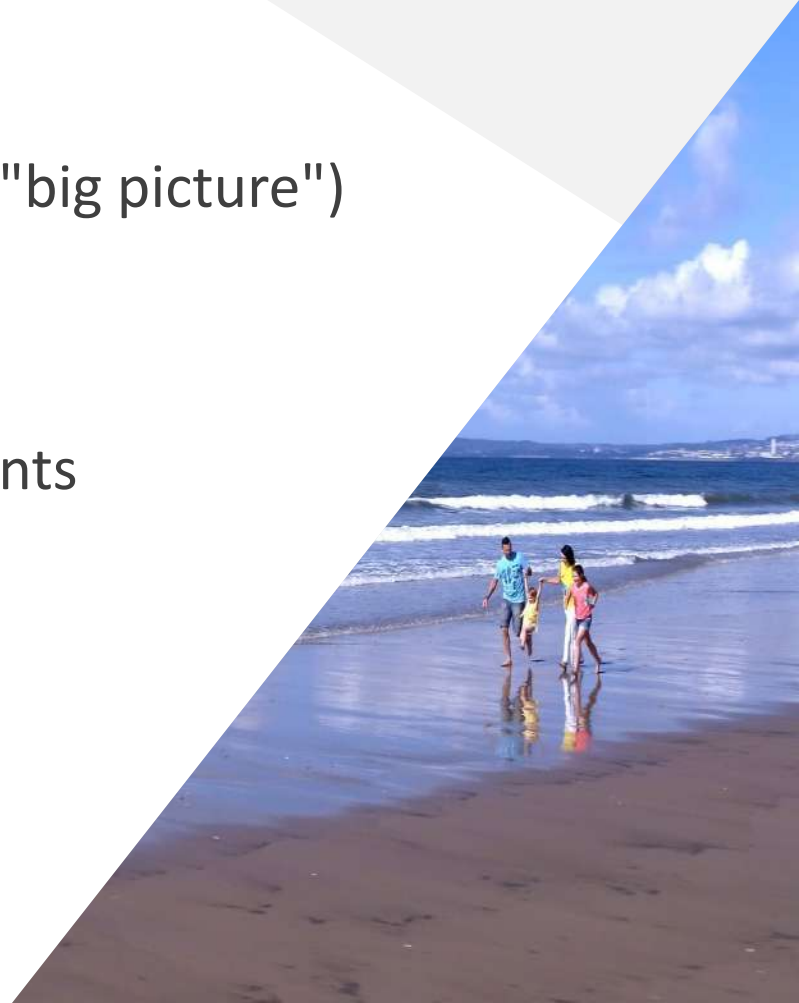
Key Challenges

- Separation of commissioning and delivery

- Information Transfer

- Access to Support

- Carer Involvement

Next Steps

- Demonstrator Pilot

- Carer Engagement – 2 Phases

- Widen the review to include young carers and parent carers ("big picture")

- Establish a Carer's Services Review Steering Group

- Participate in national discussions re: Carers Needs Assessments

- Support Ombudsman's Own Investigation

- Develop options for ongoing delivery of carers support

Timeline of Review

Any Questions