

## CEREDIGION COUNTY COUNCIL

<b>Report to:</b>	Cabinet
<b>Date of meeting:</b>	2nd November 2021
<b>Title:</b>	Ceredigion Carers Unit Annual Report 2020-21
<b>Purpose of the report:</b>	To report on the achievements of the Ceredigion Carers Unit and progress against their agreed targets and objectives during the year 2020-2021
<b>For:</b>	For information
<b>Cabinet Portfolio and Cabinet Member:</b>	Councillor Catherine Hughes, Carers Champion & Cabinet Member for Porth Ceredigion, Early Intervention, Well-being Hubs and Culture

### BACKGROUND:

A Carer is 'Anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support'.

Carers have a right to a life beyond their caring role and to do so, need both effective services to support the people they care for and for them as Carers in their own right.

Welsh Government refers to a "Carer Friendly Wales", noting that unpaid Carers of all ages are a valued and valuable part of society. Across Wales there are over 370,000 unpaid Carers undertaking 96% of care at a community level. Furthermore, Carers make a positive difference by holding families together, enabling loved ones to get the most out of life whilst making an enormous contribution to society and saving the economy billions of pounds every year.

The Social Services and Well-being (Wales) Act gives Carers an equal right to have their needs assessed as those they care for. Under the Act, local authorities must provide a support plan to help Carers to secure the outcomes that matter to them. Taking forward actions to ensure that these enhanced rights are recognised and actively delivered upon. The 3 national priorities are:

- Supporting life alongside caring - All Carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- Identifying and recognising Carers - Fundamental to the success of delivering improved outcomes for Carers is the need to improve Carer's recognition of their role and to ensure they can access the necessary support.
- Providing information, advice and assistance - It is important that Carers receive the appropriate information and advice where and when they need it.

## CURRENT SITUATION:

### SOCIAL SERVICES AND WELLBEING ACT (WALES) 2014

Ceredigion County Council remain committed to providing the best possible outcomes-focused service to enhance the lives of Carers, and to continuously improve support, services and recognition of Carers in Ceredigion. The Act provides a definition of a Carer as “a person who provides or intends to provide care for an adult or disabled child”. This removed the requirement that carers must be providing “a substantial amount of care on a regular basis”.

#### **Has an Integrated Impact Assessment been completed? If, not, please state why**

##### **Summary:**

**Long term:** Balancing short term need with long term and planning for the future

##### **Wellbeing of Future Generations:**

**Integration:** Positively impacting on people, economy, environment and culture and trying to benefit all three

**Collaboration:** Working together with other partners to deliver

**Involvement:** Involving those with an interest and seeking their views

**Prevention:** Putting resources into preventing problems occurring or worsening

**Recommendation(s):** In support of the Ceredigion County Council Carers Unit, to note and accept the 2020-21 Annual Report.

**Reasons for decision:** 2020-2021 Ceredigion County Council Carers Unit Annual Report is brought before Cabinet for information.

**Overview and Scrutiny: Policy Framework:** Healthier Communities Overview and Scrutiny Committee

**Corporate Priorities:** Corporate Strategy 2017-2022 Enabling Individual and Family Resilience

**Finance and Procurement implications:** None

**Legal Implications:** None

**Staffing implications:** None

**Property / asset implications:** None

**Risk(s):** None

**Statutory Powers:** Social Services & Well-being (Wales) Act 2014

**Background Papers:**

**Appendices:**

**Corporate Officer:** **Lead** Elen James

**Reporting Officer:** Lowri Evans /Sara Humphreys

**Date:** 24/09/2021



# Carers Unit

Annual Report  
2020-2021

*CARERS are  
everyone's business*



Cyngor Sir  
**CEREDIGION**  
County Council



An unpaid carer is anyone who provides unpaid care to a friend or family member due to illness, frailty, disability, mental health issue or an addiction and who cannot cope without their support.

The Carers Unit aims to continually improve the quality and range of support and services available to meet the needs of carers of all backgrounds and ages including parent carers and young carers.

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# Introduction

## Message from Carers Development Officer Sara Humphreys

I would like to introduce the Carers Unit annual report for 2020-21. There is no denying that it has been a difficult year for all with unpaid carers having been particularly affected by the pandemic. We've worked to ensure that the information and support we provide carers through the Carers Information Service has continued to be delivered, albeit in a different way at times. We've also developed new support for carers in Ceredigion whilst continuing to work with partners across the West Wales region and further afield, influencing services for carers across Wales.



40%

**We have increased the Carers Information Service membership by 40%.**

This is the biggest increase since the service began and in the most challenging times. More carers are recognising their roles as carers and accessing the support available to them.

We successfully launched the carer card for adults and young carer ID card. I was very proud that Ceredigion was the first local authority in Wales to launch a young carer ID card under the Welsh Government's national ID card project.

We have continued to develop the Resilience and Wellbeing programme for carers and young carers across the region by developing resources and delivering virtual training to course facilitators to enable them to roll out the programme to carers of all ages that they work with.

Despite the lockdowns over the last year, the quality of work that the Carers Unit produced continued to be of the highest standard. This demonstrates the commitment and dedication that each member of the Carers Unit team has to supporting unpaid carers. We also have to thank the wider services within the Council that have supported us with achieving our aims.

I hope you enjoy reading about the work that we've done during 2020-21 to ensure that carers in Ceredigion are supported in their caring role.

## Message from Ceredigion County Council Carers Champion

**Councillor  
Catherine  
Hughes**

It is a pleasure as Carers Champion to contribute to the Annual Report for 2020-2021. Little did we know what was in front of us at the beginning of 2020!

The work that has been done by the Carers Unit and Porth Cymorth Cynnar to support our unpaid carers throughout this very different year has been nothing short of miraculous. We've all had to learn to work in new and innovative ways and we've "zoomed" our way to many different meetings and events! I had the pleasure of attending some meetings via Zoom where it was good to talk to carers and to hear of their issues and concerns. Working as a unit with our partners to ensure that these meetings were held was one way of being there for carers.

This report highlights all the work done over the last year and for that, we must thank all staff members of the Carers Unit who are always there for carers of all ages.

## Message from Corporate Lead Officer, Porth Cymorth Cynnar

**Elen  
James**

It is a pleasure to receive the Annual Report 2020-21 from the Ceredigion County Council Carers Unit. I would like to congratulate the team and its partners in what has been achieved during the last year.

Being a carer is often a 24/7 responsibility and can be lonely and stressful for the carer. The help, support and information that the Carers Unit have provided is invaluable, and I am extremely proud of what they have achieved in 2020-21.

The Carers Unit and both local and national partners planned a wide range of activities for Carers Week in June and Carers Rights Day in November. I've been fortunate to attend some of the virtual events. It's wonderful to see the collaboration with regional partners and the third sector in providing support to carers, providing information packs, activities and networking opportunities.

The Carers Unit may be a small team, but it is a significant resource of information and activity, that is much appreciated by both carers and Ceredigion County Council. I would like to take this opportunity to thank Sara and her dedicated team on the excellent work they have achieved during this very challenging and difficult time and for all the help and support they've provided to the residents of Ceredigion during the last year. I'm confident that the Carers Unit will continue to maintain the same high level of service in 2021-2022.

# Covid 19 pandemic response



## What did we do?



### IN BRIEF



#### Carers Information Service

- Service delivery continued
- Information and advice provided
- Carer Magazines produced, printed and distributed
- Covid 19 newsletters produced and distributed
- Carer 'Infobursts' issued to keep carers updated on news, services and support



#### Welfare check service

- Contacted over 800 carers
- Reassured and informed
- Identified issues
- Offered support



#### Carer ID Cards launched

- Adult carer card
- Young carer ID card
- Formal proof of caring role and responsibilities
- Gave carers peace of mind during lockdown
- Access to priority shopping times

VIRTUAL DELIVERY

#### Delivery of events and activities

- Carers Week, June 2020
- Carers Rights Day, November 2020
- Virtual delivery of information sessions and activities
- Activities distributed to carers by post
- Carer wellbeing bags
- Carer Welsh Afternoon Tea: 'a break in a box'



# Covid-19 pandemic response: in detail

At the beginning of the lockdown, in April 2020, we established a 'welfare check' service following the initial lockdown announcement. We contacted all members of the Carers Information Service (over 800 carers) by email, letter or phone to make contact, to provide reassurance and information, identify issues and offer support. Carers that wanted more support were offered repeated contact at regular intervals in the form of a 'welfare check'.



While face to face contact was not permitted, it was more important than ever to communicate up to date relevant information to carers. To do this, we produced supplementary Covid-19 'Infobursts' newsletters for carers. They were distributed to members of the Carers Information Service and information was also made available to other carers via the Ceredigion County Council website.

In order to continue to support carer wellbeing under pandemic restrictions, we developed new innovative ways to deliver training, activities and events for carers that did not need face to face contact. To celebrate Carers Week in June 2020 and Carers Rights Day in November 2020, a wide range of activities were delivered virtually over Zoom. Carers without internet access were able to access the activities by normal telephone so digitally inactive carers were not excluded. Instructions on how to join and access zoom were published in the Carer Magazine along with other support on developing digital skills.

In recognition of all that carers do and to show our appreciation, carer wellbeing bags were delivered to carers in June 2020 and Welsh Afternoon Tea 'a break in a box' were delivered in March 2021. A huge number of carers took the time to contact us to express their gratitude and appreciation for the gifts.

As we approach the point where the vaccines are being rolled out widely and the future is looking more positive, it is fast becoming clear that Covid-19 is something that we will have to learn to live with so it seems unlikely that services will return to normal in the near future. We must remain positive and continue to adapt and strengthen services to meet the needs of carers during and beyond the pandemic.

# Enable carers to have a life beyond caring

## What did we do?

### IN NUMBERS

Supported  
**Gofalwyr Ceredigion Carers**

to deliver  
**1497**

hours of replacement care  
to carers to give them a  
break from caring role



Reopened Ceredigion  
Carers Fund with

**£36,500**

funding to award to carers to  
improve health and wellbeing



Processed

**251**

applications to the  
Carers Fund



Delivered  
**1040**

Welsh Afternoon Tea  
'break in a box' to carers



Delivered

**850**

wellbeing bags to  
carers



Worked with  
Action for Children  
to support

**83**

young carers and  
young adult carers  
to have a life outside  
of their caring role



Worked with partners  
to deliver

**82**

activities/learning  
sessions for carers



Supported  
Action for  
Children to  
deliver

**100**

wellbeing  
toolkit boxes  
to young  
carers



Issued  
**276**

carer cards to adult  
carers and young carers

# Business objective #1: summary

## What were the challenges?

- Upskilling staff on virtual delivery methods, platforms and approaches
- Adapting training and resources for use with virtual delivery
- Delivering events and activities without face to face contact
- Engaging with and providing support to carers who are not digitally active
- Purchasing stock, preparing and distributing wellbeing bags under pandemic restrictions
- Supporting carers to have breaks without face to face services

## What went well?

- Carer card development and launch
- Carers Fund
- Wellbeing bags & Welsh Tea 'break in a box'
- Virtual events/ activities
- Posting activities to digitally excluded carers to do at home
- External partnership working
- Collaborative working with other council services

### A carer said...

"The treats were lovely but knowing that someone was thinking of me and appreciating what I do meant so much more"

## What needs to happen?

- Work with partners to develop sessions and events for young carers
- Work with carer leads & teachers in schools to embed young carer ID cards in schools
- Explore ways to deliver Covid compliant talks, workshops, information, support and activities to those not digitally active

## Business objective #2

# Improve carers' recognition of their role so they can access the necessary support

## What did we do?



### IN NUMBERS



**366**

**new** carers joined the carers information service



**230,705**

people reached through social media posts promoting carer events, activities and services



**171**

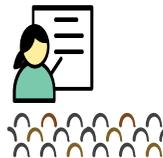
new registration & referral forms received from GP surgeries



Delivered carer resilience and wellbeing training sessions to

**37**

individuals as part of regional roll out



**40**

social care staff attended assessing carer support needs training



Provided inductions/information sessions to

**32**

members of staff to help them recognise and support carers



Delivered

**4**

monthly drop-in sessions for staff with caring roles (started November 2020)



**80**

staff members of Ceredigion County Council completed carer awareness e-learning training

# Business objective #2: summary

## What were the challenges?

- Adapting and re-writing training resources for virtual delivery
- Making better use of digital technology to provide information, advice and guidance
- Finding ways to engage remotely with staff carers who have caring responsibilities in their personal life
- Adapting processes to fit to home working

## What went well?

- Increased reach of Carers Information Service
- Social media promotion
- Development of carer resilience and wellbeing resources
- Regional partnership working

### A carer said...

"We appreciate what you do. The information you supply, the personal contact and the support you have in place is heart-warming."

## What needs to happen?

- Continue to facilitate and develop monthly drop in sessions for staff carers and work with HR to improve support for staff carers
- Further develop carers in employment element of carers resilience and wellbeing programme

## Business objective #3

# Carers receive appropriate information and advice where and when they need it

## What did we do?

### IN NUMBERS



Increased Carers Information Service membership by

**40%**  
to

**1158**  
carers



Printed and distributed

**3600**

Carers Magazines  
across Ceredigion



Sent

**4143**

direct postal/ email information mailouts  
to carers with information to support them  
in their caring role



Distributed books about  
supporting mental  
health and emotional  
wellbeing to

**850**

carers



**361**

people attended or engaged with  
carer activities and  
information/learning sessions

Supported

**Gofalwyr Ceredigion Carers**

to deliver information  
and advice to

**388**  
carers



Worked with partners to raise  
awareness of carers and  
coordinate programmes  
of activities to align with

**3**

national carer events



# Business objective #3: summary

## What were the challenges?

- Upskilling staff quickly to use digital technology and multiple different platforms to provide information, advice and guidance
- Delivering support, events and activities without face to face contact
- Engaging with and providing support to carers who are not digitally active
- Adapting training and resources for use with virtual delivery

## What went well?

- Membership growth of Carers Information Service
- Carer events and activities
- Increased electronic information provision to carers

### A carer said...

"Thank you Team for another excellent and informative magazine - positively bursting! We do appreciate it."

## What needs to happen?

- Review structure and content of all carers pages on website and revise to improve accessibility and usability
- Work across the region to review information for young carers and ensure information available for them is up to date relevant and accessible

# How are carers shaping our service?

430 separate items of feedback received about.....



Carers Fund



Carer card  
(carers consulted)



Information provision



Young carer ID card  
(young carers consulted)



Wellbeing bags



Carer Magazine



Training/learning sessions



Welsh Afternoon Tea:  
'a break in a box'

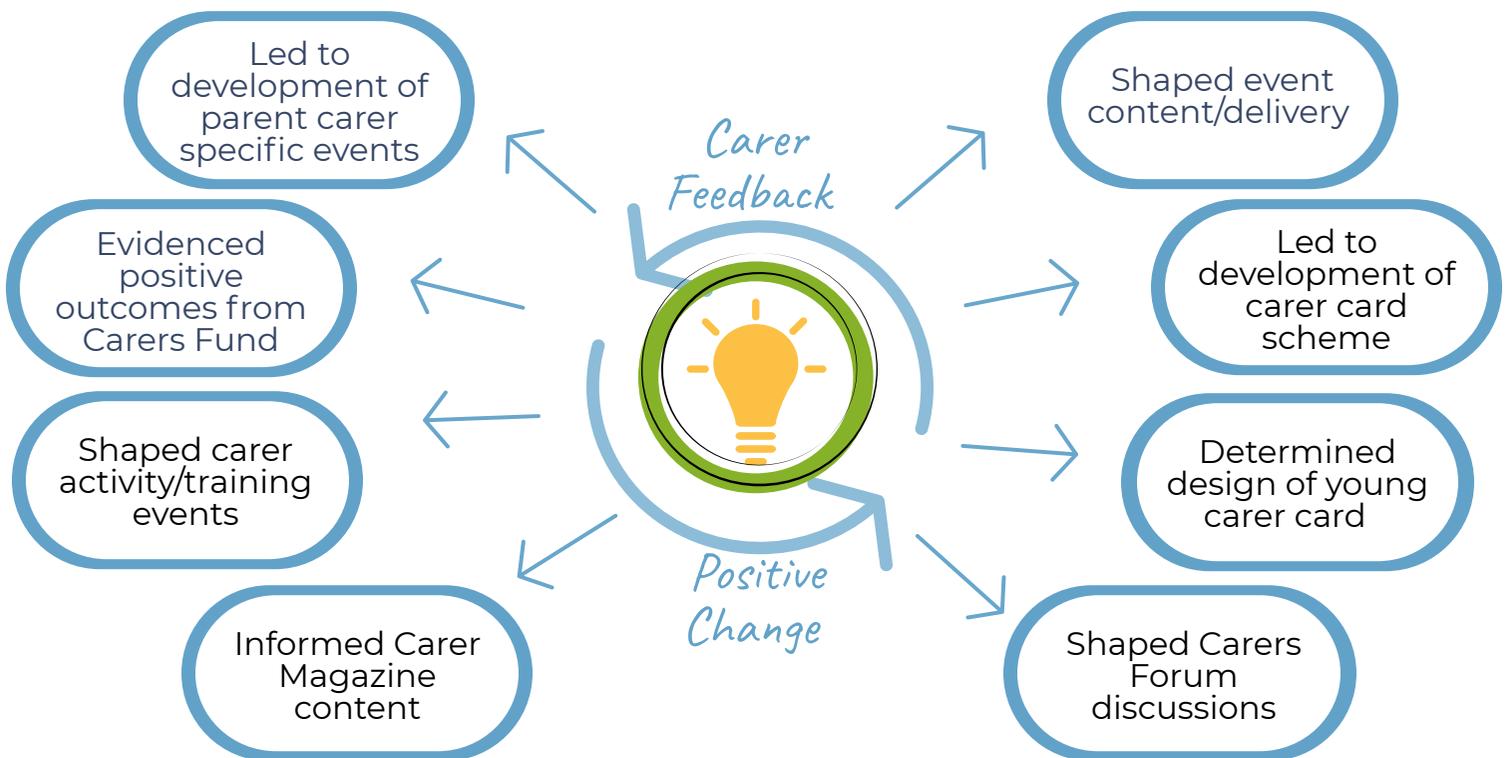


Carers Forum



Events and activities

## How feedback was used



## Example

### Carers said .....

I need something formal to prove that I am caring for someone

### What did we do?

Developed and launched a Ceredigion carer ID card that carers can use as proof of their caring role

# Carers Unit: working in partnership

Working in partnership with others to improve and develop support for carers is at the core of what we do. Here is a snapshot of some partners that we have worked with during the year.



**Key**

- Ceredigion County Council
- Local
- Regional
- National



# Carers Unit year, at a glance

Quarter 1

APRIL

CARER WELFARE CHECK SERVICE



COVID-19



LOCKDOWN ADJUSTMENT



CARER COVID 19 NEWSLETTER

CARER CARD SURVEY  
208 carers responded



VIRTUAL EVENT

CARERS WEEK

- Quilt project
- Health and wellbeing
- Tai Chi
- Arts and crafts
- Meditation
- 'RAISE A CUPPA' for carers and quiz with Coleg Ceredigion students

Carers Week

1ST CARER INFOBURST



850 WELLBEING BAGS DISTRIBUTED TO CARERS

- Wellbeing book
- Chocolate
- Uplifting teas
- Aromatherapy
- Mindfulness activities



Quarter 2

JULY

Gofalwyr Ceredigion Carers Carers Week QUILT PROJECT completed



CARER INFOBURST

YOUNG CARER ID CARD SURVEY  
• To select final card designs



CARERS MAGAZINE

'ASSESSING CARER'S NEEDS' training launched for social care staff

CARERS FORUM MEETING

VIRTUAL MEETING

CARER INFOBURST

# Quarter 3

## OCTOBER



CARERS MAGAZINE

**BUMPER CARERS RIGHTS DAY EDITION**



**VIRTUAL EVENT**

**Carers Rights and Support**

**VIRTUAL MEETING**

**CARERS FORUM MEETING**

*Training/ info sessions for carers*

- Carer rights
- Advice on warm homes and energy use
- Staying safe online

**Ceredigion ADULT CARER CARD launched**

**NEW**

**Ceredigion YOUNG CARER ID CARD launched**

**CONSULTATION EVENTS x3 National Plan for Carers**

**1st CARER DROP IN SESSION FOR STAFF**

**£36,500**

**Ceredigion CARERS FUND launched**

**CARER INFOBURST**

# Quarter 4

## JANUARY

*Improving Carers Resilience and Wellbeing*  
**TASTER SESSION**

**VIRTUAL MEETING**

**CARERS FORUM MEETING**

**1st YOUNG CARER NEWSLETTER ISSUED**

*Training/ info sessions for carers*

- Parent carers' rights
- Self advocacy for carers
- 'Blame it on the brain'
- Heating energy advice and grants

**CARER INFOBURST**

**CONSULTATION EVENTS x2 Ageing Well Strategy**

**YOUNG CARERS ACTION DAY**  
16 MARCH 2021  
CARERS TRUST

*Carers Resilience and Wellbeing Facilitator Training*  
**3 DAY COURSE**

CARERS MAGAZINE

**1040 Welsh Tea 'break in a box' distributed to carers**

## APRIL



# Spotlight on.....

## ➔ Welsh afternoon tea: 'a break in a box'



Boxes sent to  
1040 carers

Pack contained a variety of  
treats, cakes and teas for two  
to share



### Carers said.....

"What a lovely surprise to get your kind carers spring package.

Thank you for your support and taking the time to care for the carers. It's a hard job to do at the best of times and of course even harder to do over the last year.

Your thoughtful gift is very much appreciated and will certainly be put to good use.

"Thanks ever so much for sending me the delicious selection of treats. Best thing that's happened to me in ages. Very thoughtful of you."

"just sending a big thank you for the carer's break box that I received today. It means a lot to me that you are there if & when you are needed."

"It has really cheered me up"

"Thank you for thinking of us the carers, it is not an easy time for anyone but this brought tears to my eye"

"I just wanted to say a massive thank you. After a difficult morning with my father, I came home to the loveliest carers break box. It's the little things in life that brighten your day, so thank you"

# Spotlight on.....



## Ceredigion Carers Fund

Carers applied for up to £150 to improve their health and wellbeing

£36,500 awarded

247 applications processed



### Carers said.....

"Thank you so much for all your help and assistance. I really do appreciate the help and support I have been given.

It makes a difference financially but it's also good to feel noticed and valued by the local authority.

Thank you again"

"Thanks again for all your support, it will make a big difference to our family's wellbeing."

"Thank you so so much, the iPad is amazing, I am so grateful to you, it means a lot to me to be able to keep in contact with family and friends. Many many thanks"

"Thank you so much I have never felt so happy now that I can get my die cutting craft machine."

"Thank you so much for granting me money to replace some of my kitchen appliances, its made my life so much easier!"

"Thank you so much I am super grateful and excited to have my night away. Please pass my sincere thanks to all involved. I really appreciate the opportunity to have some time out."

# Spotlight on.....



## Carer events and activities

### What did the activities do?

- Improve wellbeing
- Boost mood
- Help relaxation
- Bring fun and enjoyment
- Inform, advise and support
- Connect carers

At least 361 people attended or engaged



**12,000**  
people in total viewed 4 videos shared during Carers Week



**25%**  
of carers at Carers Rights Day events were new to carer support with the Carers Unit

### Carers said.....

"It was really fun....It immensely cheered me up during this pandemic time." Young carer

"Thank you so much for the session today, so very helpful and informative." (Carers' rights talk)

- *The digital activities and events that happened during Carers Week*
- *motivated carers to learn new IT skills.*

"Congratulations on producing such a good range of celebratory activities in such difficult circumstances. I do hope that many, many carers have been able to access them – even I have learnt to use Facebook and Zoom! Thank you."

82 activities or sessions



### Young Carers Action Day



Wellbeing kits delivered to 100 young carers

# Summary - what do we need to do next?

Looking back on this year, we are really proud of how the Carers Unit, working with our partners within the Council, the Health Board and the 3rd sector have all pulled together to ensure carers in Ceredigion have been supported this year through some very dark, scary and difficult times. We've learnt new ways of working, been innovative and creative in how we approached our duties and like the carers we work with have, persevered throughout the pandemic and the 3 lockdowns.

The report demonstrates what we have achieved so far but as always, we need to look forward to see how we can develop our work further, taking with us our learning and ensuring carers in Ceredigion get the best possible support, information and assistance to enable them to continue with their caring role.

For 2021-22, we will need to embrace the new through age and wellbeing structure ensuring that the Carers Unit continues to provide high quality service to unpaid carers and those professionals working alongside them.

We will need to review opening up any services to enable in person events and activities for those unable or who struggle to engage with the virtual world. We will risk assess any planned activities ensuring the safety of the carer, cared for, the staff and the wider communities across Ceredigion. The challenge will be in finding the right balance to encourage and enable carers to have the confidence to access services they need, whilst remaining vigilant and responsive to any changing situation. We envisage our services going forward will be a blend of virtual and in person events with group activities kept to a minimum and within strict Covid guidelines.

We will continue to work with Welsh Government and our regional partners on implementing the Carers' Strategy in Ceredigion, the region and across Wales and feed into the national plan for carers to ensure that Ceredigion carers' voices are clearly heard.

We look forward to facing the challenges the year 2021-22 will bring knowing that we have firm foundations on which to continually build the services we offer.

# Business Plan Objectives – 2021/22

## Objective 1

Identify and recognise carers and provide them with information, advice and assistance

## Objective 2

Support life alongside caring to enable carers to maintain their capacity to care and have a life beyond caring

## Objective 3

Support carers in education and the workplace to enable carers to work and learn alongside their caring role

## Carers Unit Ceredigion County Council



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## **Cyngor Sir CEREDIGION County Council**

**REPORT TO:** Cabinet

**DATE:** 2 November 2021

**LOCATION:** Council Chamber, Penmorfa

**TITLE:** Feedback from the Healthier Communities Overview and Scrutiny Committee on the Ceredigion Carers Services Annual Report 2020-2021 and the Regional Carers Group Annual Report 2020-2021

**PURPOSE OF REPORT:** To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 20 October 2021

### **BACKGROUND:**

The Healthier Communities Overview and Scrutiny Committee considered both the Ceredigion Carers Services Annual Report 2020-2021 and the Regional Carers Group Annual Report 2020-2021.

Councillor Catherine Hughes, Cabinet Member, and Sara Humphreys, Team Manager – Through Age Carers and Community Support, presented the Ceredigion Carers Services Annual Report for 2020-2021. Councillor Alun Williams, Cabinet Member, and Sara Humphreys, Team Manager – Through Age Carers and Community Support, then presented the Regional Carers Group Annual Report 2020-2021.

### **Following consideration, Members agreed to recommend that Cabinet:**

- receive the Ceredigion Carers Unit Annual Report for 2020-2021 and the Regional Carers Group Annual Report for the same period.

The Chairman thanked both Cabinet Members and Officers for presenting and providing comprehensive reports. He also thanked and praised the Carers Unit Staff for the excellent work undertaken especially during a difficult period with the pandemic.

**Councillor Bryan Davies**  
***Chairman of the Healthier Communities Overview and Scrutiny Committee***