

CEREDIGION COUNTY COUNCIL

Report to:	Cabinet
Date of meeting:	14 February 2023
Title:	Ceredigion Carers and Community Support Team Annual Report 2021-22
Purpose of the report:	To report on the achievements of the Carers and Community Support Team and progress against their agreed targets and objectives during the year 2021-2022
For:	For information
Cabinet Portfolio and Cabinet Member:	Councillor Alun Williams, Deputy Leader of the Council and Cabinet Member for Through Age and Wellbeing

BACKGROUND:

During 2021/22 as part of the TAW re-structure the Carers Unit and Community Connectors were joined under a single management structure, becoming the Carers and Community Support Team.

Community Connectors support residents of all ages and their families to make connections, access advice and assistance opportunities, as well as identifying appropriate services and groups, within their own communities, such as social groups that could help contribute to and improve their wellbeing. They also develop opportunities to meet the various needs within these communities.

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.

Welsh Government have set out their expectation under the Social Services and Wellbeing Act (Wales 2014) that health, local authorities and the third sector will work in partnership to support Carers under the Act. In 2021, The Welsh Government under their Strategy for Unpaid Carers, set out 4 priorities:

- Identifying and valuing Carers
- Providing information, advice and assistance
- Supporting life alongside caring
- Supporting Unpaid Carers in Education and the Workplace.

Provision of information via the DEWIS and Family Information Service platforms continues to be a priority for the Carers and Community Support Team.

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

Not required - report on agreed targets, objectives and achievements of the Ceredigion Carers and Community Support Team

Summary:

Wellbeing of Future Generations:

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

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 2021-22 Annual Report.
Reasons for decision:	2021-2022 Ceredigion County Council Carers Unit Annual Report is brought before Cabinet for information.
Overview and Scrutiny:	Healthier Communities Overview and Scrutiny Committee
Policy Framework:	Social Services & Well-being (Wales) Act 2014
Corporate Priorities:	Corporate Strategy 2017-2022 Enabling Individual and Family Resilience Ceredigion Through Age and Wellbeing Strategy 2021-2027
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:	None
Appendices:	Appendix 1- Carers and Community Support Team Annual Report 2021-2022
Corporate Lead Officer:	Elen James, Corporate Lead Officer: Porth Cymorth Cynnar
Reporting Officer:	Iwan Davies, Corporate Manager: Early Intervention
Date:	28/11/2022



CARERS AND COMUNITY SUPPORT TEAM

Annual Report



Cyngor Sir
CEREDIGION
County Council

2021 - 2022



TABLE OF CONTENTS

- 2 Introduction**
- 3 Beginning the transformation**
- 4 Carers Unit - business objectives**
- 9 Community Connectors - business objectives**
- 13 Team highlights**
- 18 Summary - what do we need to do next?**
- 19 Business objectives - 2022/23**



INTRODUCTION



A MESSAGE FROM CORPORATE MANAGER - EARLY INTERVENTION, IWAN DAVIES

I am very pleased to receive the Carers and Community Support Team Annual Report for 2021/2022. I would like to take the opportunity to congratulate the team and its partners for their considerable achievements over what has been a challenging year due to the global pandemic.

Research informs us that nationally there is an increase in the number of unpaid carers. The need for the support provided by the Carers and Community Support Team has never been so important.

The report highlights a number of successes including the distribution of the Carers Fund to promote the wellbeing of carers in Ceredigion and the delivery of Afternoon Teas (Break in a Box) to carers. The Community Connectors received over 800 referrals for support during the 12 months and the Connect to Kindness Campaign has been nominated for a Western Telegraph Award.



As services increasingly return to face-to-face delivery, I am confident that the Carers and Community Support Team is well placed to continue to provide an excellent service and develop further initiatives for the benefit of the residents of Ceredigion.



BEGINNING THE TRANSFORMATION

2021/22 has been a year of transition. As part of the transformation towards the Through-Age and Wellbeing model, two small teams, the Carers Unit and Porth y Gymuned merged to become the Carers and Community Support Team. This new way of working has required us to re-evaluate how we operate and to develop ways in which we can integrate the two former entities into one, effective and high performing, team.

The Through Age and Wellbeing model gives a strong foundation to build on and a clear direction for the work that the team will be undertaking in the coming years.

The Carers and Community Support Team deliver the 'right support at the right time' to the residents of Ceredigion.

Working in the presence of COVID, for a second year, continued to present us with challenges. We have been committed to delivering the message of the importance of the vaccination programme to the community, ensuring that unpaid carers knew when they could expect their vaccinations and boosters and that those who are vulnerable knew where, when, and how to get theirs.

Replacement care

One of the biggest challenges for unpaid carers is accessing long term replacement care to enable them to have a break from their caring role. Care agency staff vacancies and staff isolating due to Covid made it difficult for replacement services to be commissioned for carers. Some of the requests from commissioning were going out to tender 3 times or more without an agency having capacity to take on a new client. To help alleviate this, we were able to access 'winter pressure' funding to extend the short-term replacement care service that Gofalwyr Ceredigion Carers offered, from 6 weeks to 12 weeks. This allowed more time to source long term services.

Towards the end of the year the Community Connectors were able to undertake doorstep visits and be involved in outdoor events. This has had a positive impact on the team and our clients, allowing us to connect within our communities and showing us that there is light at the end of the tunnel. We are looking forward to being back out, in person, across Ceredigion in 2022/23.

**SARA HUMPHREYS
TEAM MANAGER - THROUGH AGE CARERS
AND COMMUNITY SUPPORT**

CARERS UNIT BUSINESS OBJECTIVES

- 1 Identifying and recognising carers, providing them with information advice and assistance.
- 2 Supporting life alongside caring to enable them to maintain their capacity to care and have a life beyond caring.
- 3 Supporting carers in education and the workplace enabling carers to work and learn alongside their caring role.

What did we do?



Increased Carers Information Service membership by

43%

to

1659

carers



Printed and distributed

5000

Carers Magazines across Ceredigion



Reopened **Ceredigion Carers Fund**, awarding

£98,528

of funding directly to carers to improve their health and wellbeing

Delivered

1600

Welsh Afternoon Teas 'Break in a box' to carers.



Worked with partners to deliver

16

activities/learning sessions for carers

75,911

views and shares on facebook



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

3

national carer events



YOUNG CARERS ACTION DAY

16 MARCH 2022

Taking Action on Isolation



Gofalwyr Ceredigion Carers

Supported Gofalwyr Ceredigion Carers to deliver information and advice to

711

carers, and provide

2143 hours of replacement care to give them a break from their caring role



an **80%** increase from 2020/21



160

new registration and referral forms received from GP surgeries

Issued **150** carer cards to adult carers and young carers



Worked with Action for Children to support



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

YOUNG CARERS SERVICES

This year, we were required to coordinate recommissioning the young carers service in Ceredigion. To do this, we consulted with young carers about what support they felt they needed and how and where they wanted to access it.

Working with key partners within the local authority, health services and the third sector, we designed a new service specification which successfully went out to tender in November 2021.

The new service commenced on 1 April 2022, with the old and new providers working in partnership to ensure a seamless hand over. Action for Children, who were the outgoing commissioned service, worked professionally with the new service to ensure that the young carers continued to receive the best possible service during this time. We would like to thank all the staff at Action for Children for their commitment and hard work with young carers in Ceredigion over the past few years.

The new young carer service provider is Gofalwyr Ceredigion Carers, who currently provide support for adult carers in the county. We look forward to seeing how they will develop our joint vision of a through age service over the next two years.

We also reached out to young carers to review the outdated 'Who cares' young carer leaflet. Using ICF money, we asked our partners to develop a new regional information booklet.



The new leaflet will be distributed across the region as a free resource for young carers, during 2022-23.

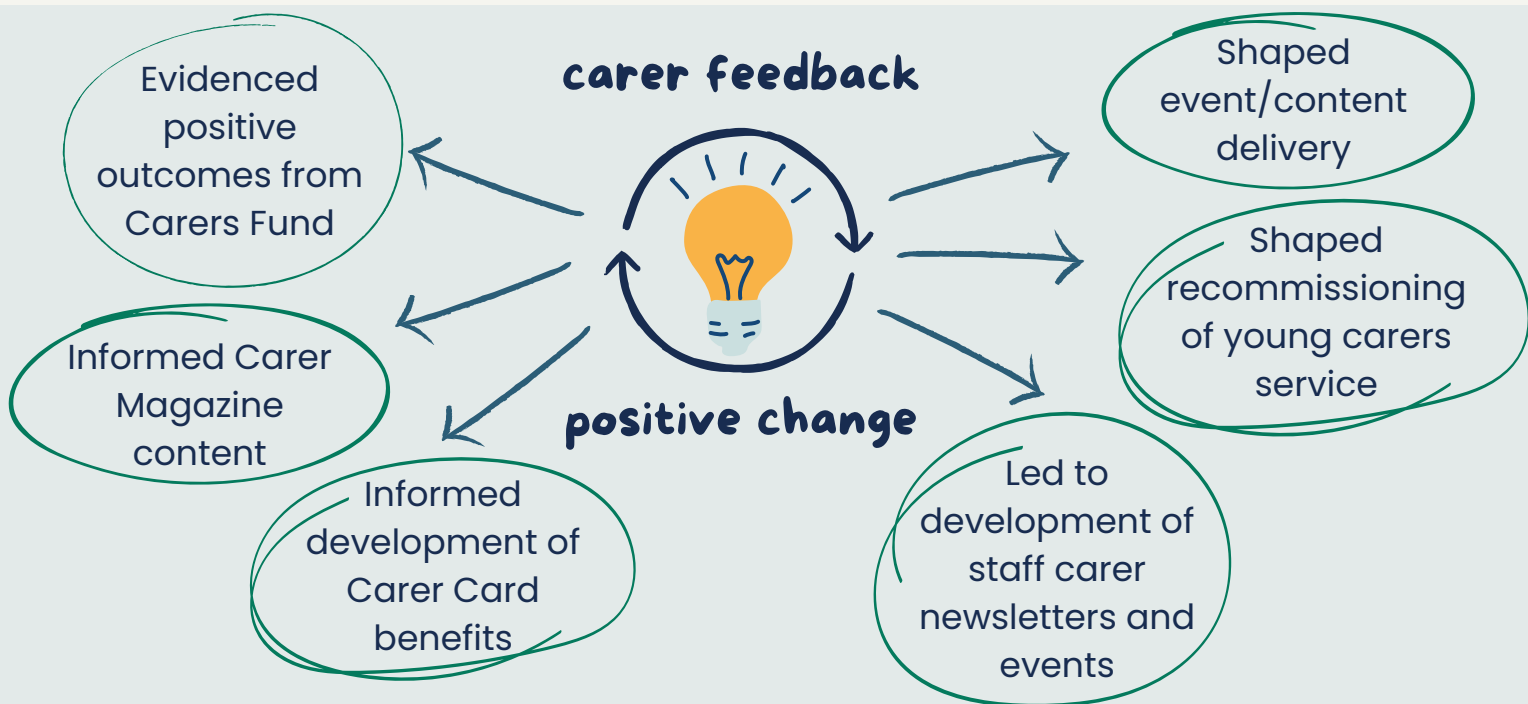


HOW ARE CARERS SHAPING OUR SERVICE?

WE RECEIVED FEEDBACK ABOUT...



HOW FEEDBACK WAS USED:



EXAMPLE:

CARERS WERE ASKED WHAT THEY WOULD LIKE TO BE ABLE TO USE THEIR CARER CARD FOR

Carers said...

'the swimming pool and stuff like that'

'leisure centres'

'gyms and leisure facilities'

What did we do?

We approached Porth Cymorth Cynnar's Wellbeing Centre Service and were able to negotiate free access to all Council owned leisure facilities for carers of all ages, on production of their Ceredigion Carer Card.



WHAT WERE THE CHALLENGES?

- Another year of Covid and period of change
- 'Zoom fatigue'; finding ways to continue to maintain remote engagement with carers
- Engaging with and providing support to carers who are not digitally active
- Supporting carers to have breaks without face-to-face services
- Delivering support, events and activities without face-to-face contact
- Capacity to deliver everything we would have liked to
- Unable to engage with schools re young carer cards



WHAT WENT WELL?

- Increased reach of Carers Information Service
- Appointment of new commissioned support service for young carers
- Increased social media promotion
- Carers Fund
- Regional partnership working
- Collaborative working with other council services



WHAT NEEDS TO HAPPEN?

- Increase team capacity through appointment of new staff and newly created roles
- Review structure and content of all the carers pages on the 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
- Work across the region (and nationally) to develop sustainable breaks for carers



COMMUNITY CONNECTORS BUSINESS OBJECTIVES

1 Asset Based Community Development

2 Embed/ Link Service area within Porth Cymorth Cynnar – Expand Information, Advice and Assistance

3 Develop Family Information Services and Dewis

What did we do?



971

enquiries logged through Clic, via email, mail, telephone and website

845

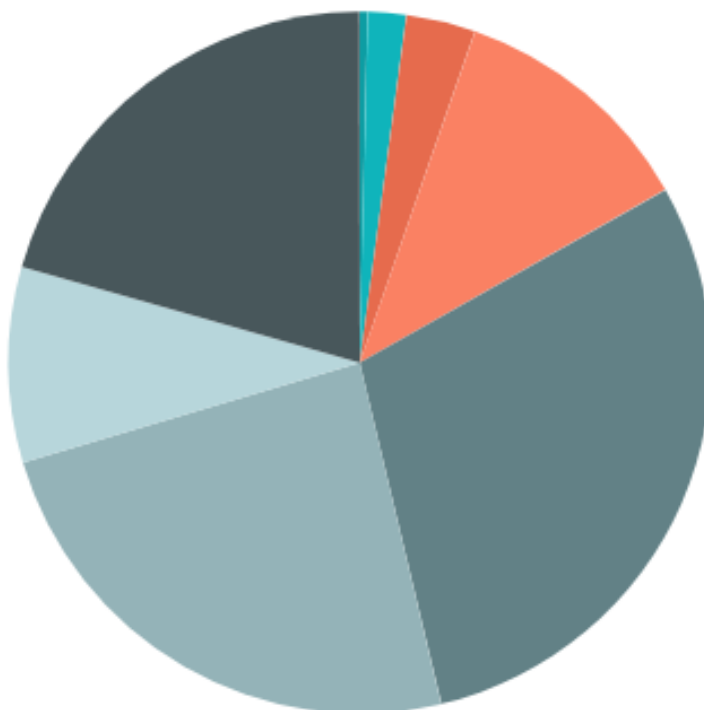
referrals received

Signposted and referred

468

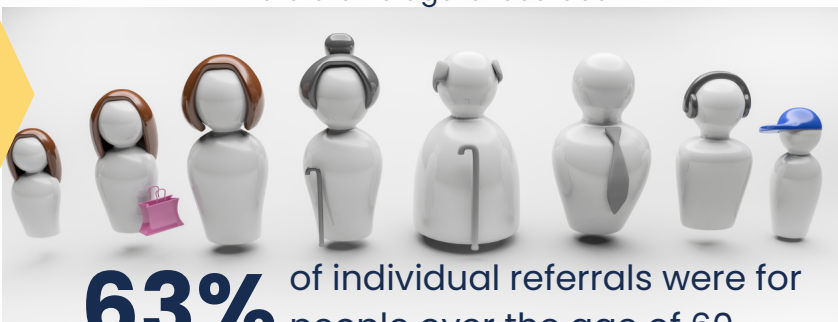
individuals and community groups to other council services, health services and 3rd sector organisations

Age range of referrals received



0-17 (0.36%) 18-25 (1.78%) 26-39 (3.2%)
 40-59 (11.48%) 60-79 (29.47%) 80-89 (24.14%)
 90+ (8.99%) Unknown* (20.59%)

*referral may be for a group of individuals; therefore no age is recorded



63% of individual referrals were for people over the age of 60.



Worked with partners to raise awareness of 'Connect to Kindness' campaign and the 'Connect' platform,

676

members and contributors signed up

Identified the top

5

service gaps



- **Transport**
- **Befriending**
- **Sitting services**
- **Meals at home**
- **Handyperson**



56

Blue badge applications completed



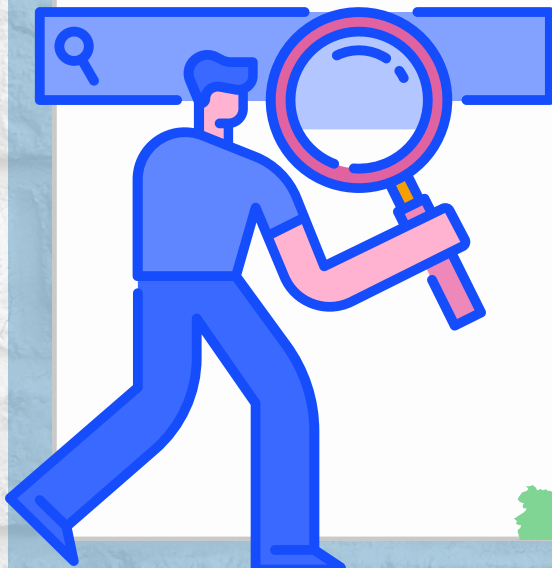
54

safeguarding referrals raised



Dewis Cymru

Have choice and take control



Supported over

1700

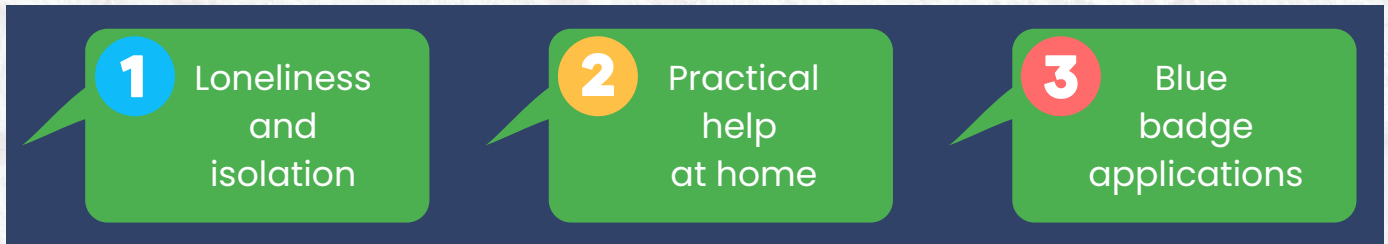
local and national services to advertise their services on Dewis Cymru

including over

650

Ceredigion specific resources

The top 3 reasons people contacted the Community Connectors were:



EXAMPLES:

Scenario	Outcome
A young person is lonely and having difficulty socialising in her area.	<i>'After having a 'what matters' conversation with the young person, I learned about her interests, and I suggested joining a local Arts4Wellbeing group. I was in regular communication with the young person and since advising and assisting, this particular young person has been attending the group on a regular basis. She is now able to enjoy socialising and has developed great friendships with other members within the group.'</i> - Enfys James, Community Connector
A 91-year-old lady is feeling isolated.	<i>'After meeting the client, I helped and supported her to attend a coffee morning in her community hall. I enabled her to connect with her local community, attend more activities and make new friendships. Something she said had given her 'a new lease of life'.'</i> - Claire McNamara, Community Connector
A lady, with a visual impairment, requires help to complete a Blue Badge application.	<i>'I was able to help a 92-year-old lady, who was visually impaired, to complete her online blue badge application form. While at the visit, she told me that she would like to join in with social opportunities within her local community. Her blue badge application was accepted and delivered to her, enabling her to access groups and services in the community more easily.'</i> - Sam Henly, Community Connector

WHAT WERE THE CHALLENGES?

- Ongoing issues caused by the Covid-19 pandemic
- Lack of face-to-face contact
- Intermittent support provided by community groups and disappearing resources
- Inability to visit school and childcare settings



WHAT WENT WELL?

- Funding from 'winter pressures' to support development of food delivery
- Connect to Kindness
- Recruitment of Dewis editors
- Multi-agency work
- Through age work



WHAT NEEDS TO HAPPEN?

- Train new staff members to become Social Prescribers
- Build strong relationships with wellbeing centres and arrange regular community drop-in sessions at various local venues
- Adapt and update case recording systems to accurately collate referral data
- Develop Family Information Service on Dewis
- Continue to promote Dewis as a tool for citizens to access information



TEAM HIGHLIGHTS

CEREDIGION CARERS FUND

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

WHAT DID CARERS SPEND THE MONEY ON?

Top 5 requests

- Short breaks (145)
- Hobbies (106)
- Therapies and treatments (72)
- Technology (61)
- Home & garden (52)



CARERS SAID...

'It came when I needed a bit of a boost and is most generous. I am looking forward to sitting out in the garden along with the person I care for in my new garden seat.'

'Funds, such as this, demonstrate to carers that they are important and valued. Well done to Ceredigion for recognising both the value of unpaid carers and the impact that it has upon their wellbeing! Thank you.'

'We had a fabulous time at the wigwams & also walked Pen-y-fan & along the Brecon canals. It was a great opportunity to have some time to myself with a friend & met lots of lovely people along the way. Thanks ever so for making this possible with the financial help from the council to make this a great time to recharge my mind, soul & body before getting back to the busyness of every day life. Much appreciation'

£98,528

awarded

418

individual and family applications processed

536

carers benefitted

9-90

age range of carers who applied

CARERS BREAK IN A BOX

WHAT DID CARERS RECEIVE?

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



1600

boxes sent out to carers across the county

CARERS SAID...

'Thank you for the 'break in a box' that will be enjoyed by my wife and I when it's time to put one's feet up and to have some chill out time with tea & biscuits!'

'We are truly grateful for a very unexpected surprise that made our day. In fact, thanks to your kindness...several very good days!'

'Your thoughtfulness and generosity for Ceredigion Carers never fails to surprise us - especially when we opened the box to see such indulgence!'

'I just want to say a big thank you for my break in a box today. It was a lovely surprise and a reminder that someone cares. Life has been very difficult lately and every little show of kindness goes a long way. Thank you.'

'Having had some very low days recently I would just like to thank you for the 'carers break in a box' I received this morning. As carers we so often feel alone in what we do, always trying to remain upbeat for the people we look after, so as not to make them feel guilty about putting their wellbeing and happiness before our own. It is so lovely to have recognition for our efforts and it actually helped me feel less isolated.'



WORKING IN PARTNERSHIP

YOUNG CARERS FILM PROJECT

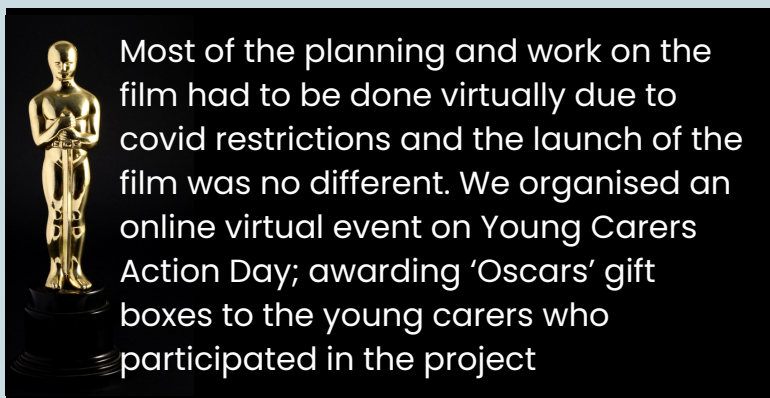
The Carers and Community Support Team worked alongside Arad Goch, Ceredigion's Youth Service and Action for Children to support a group of young carers from Ceredigion Young Carers Service to create a short film that educates and raises awareness of what it means to be a young carer.

The young carers worked with Arad Goch to create a story and script, and filmed scenes in and around Aberystwyth, before editing the footage to create a short film.

The film was produced by young carers under the guidance of local theatre company, Arad Goch. The project was also supported by local drama pupils, who took part in the production as young actors.



The film follows the journey of a young person who has caring responsibilities, with the aim of educating and raising awareness of the topic.



'Thanks so much for last night. It was a real celebration this end. And it turned out to be an international event as (the young carer's) cousins and uncle and aunt were proudly watching in Portugal.'
– **A young carer's family who attend the film's launch**



CONNECTING THE COMMUNITY THROUGH SIGNS OF WELLBEING

The team follows the 'Signs of Wellbeing' framework in all that we do. This approach allows us to encourage individuals, and groups, to work out what they think is best for them and for us to provide the steppingstone for them to take action to achieve their own wellbeing goals.

MEALS ON WHEELS

Throughout 2021/22 the team continued to keep the Covid community resources up to date, giving us the ability to easily identify gaps in service and when there was a particular need for action to be taken to fill those gaps.

A surge in requests for information on accessing meals on wheels, from clients and professionals, illustrated that people in particular areas of the county did not have access to this service.

Following a mapping exercise, carried out by the team, several geographical areas were identified as a priority and we decided to contact local businesses and enterprises to ask if they would be interested in the opportunity to develop a service to meet the need of the local community.

Penparcau Community Forum were one of the organisations who answered our call to action, and they were quick to respond. We supported the Forum to contact CAVO and to apply for the necessary funding required to start delivering meals on wheels again.

Following the successful bid for funding in 2021/22, Penparcau 'HUBGRUB' began delivering meals on wheels in April 2022. The Forum now employs staff, including a Kitchen Manager, to facilitate regular meals on wheels to residents who had previously been unable to access cooked meals.



Sam Hughes-Evans, Forum Manager, explains how the Community Connectors supported them to get the project going:

"In 2021, Sam Henly a Community Connector, engaged with the hub to ask if we have the capacity and facility to start up a meal on wheels service to support individuals that he had come across who needed meals cooked for them.

Sam was informed by the Forum that they once trialled the service, however, it came to a sudden end due to funding which subsidised meal costs coming to an end.

The Forum contacted CAVO to discuss the potential of re-establishing the meals on wheels service and if there was any funding available. Since the initial discussions, the Forum were successful in securing funding from CAVO and now have a fully established meals on wheels team who are cooking meals for over 45 people per week."

CONNECTING PEOPLE... KIND COMMUNITIES

KINDNESS MURAL

In December 2021, we worked with our colleagues in Porth Cymorth Cynnar, school services, CAVO and Connect to Kindness to call upon young people to design a mural based on the theme of 'Kindness'. The competition began during National Anti-Bullying Week and was judged in December.

The response to the design competition was fantastic and the Services received a host of creative designs, which all served as a reminder to young people about the importance of being kind to each other.

All of the schools who took part received funding to purchase an art pack to enable pupils to create their special mural on the school site and all pupils received a Connect to Kindness badge.

We look forward to seeing lots of colourful 'kindness' murals popping up in schools across the county.



The winning design was created by a group of pupils at Ysgol Uwchradd Bro Teifi.

INTERGENERATIONAL WORK - PROGRAMME 7

We worked with our partners, 3rd sector organisations and key members of the community to launch intergenerational projects. These projects aim to nurture connections that will alleviate the loneliness and isolation that is prevalent in many of our communities.



RAY CEREDIGION INTERGENERATIONAL PLAY PROJECT

The Ray Play project aimed to build friendships across generations, supporting young and older people to learn from one another and reduce isolation.

TYSUL YOUTH INTERGENERATIONAL PROJECT

This project, based in Llandysul, aimed to reconnect young people with older people and tackle isolation directly by forming lasting relationships.



SUMMARY

WHAT WE NEED TO DO NEXT?

Looking back on this year, we are proud of how both the Carers Unit and the Community Connector teams have come together to build a bigger, stronger team that will improve the early support and intervention that the Council provides. The **Carers and Community Support Team** will continue to develop the existing relationships we have across other services within the Council, the Health Board and the 3rd sector and look forward to embarking on new relationships throughout the coming year.

Our 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 providing the residents of Ceredigion with the best possible support, information and assistance. We will continue to improve on and enable:

- carers to continue in their caring role and to have access to a life outside of their caring role

- access to services and social groups within local communities
- access to support and funding for local groups
- access to training and events
- citizens to have a say in how services are developed

During 2022-23, we will continue to develop our service in a way that enhances and promotes the existing resilient communities and networks in Ceredigion. Through our support we will enable more individuals and groups to become independent, self-sufficient and sustainable in the future.

In 2022/23 we will be holding events across the county for residents of all ages. During these events, and through talking to our service users, we will be able to identify gaps in existing services and to develop new ways to combat them. We will continue to use a blend of in person and virtual events that provide mutual benefits to both citizens and the Council.



CARERS AND COMMUNITY SUPPORT TEAM

BUSINESS OBJECTIVES - 2022/23

- 1 Embedding Through-Age and Wellbeing strategy, action plan and hybrid working, into the team
- 2 Provide information advice and assistance
- 3 Develop work with groups, businesses and 3rd sector to build community resilience
- 4 Develop sustainable breaks for carers

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Ceredigion County Council

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Cysylltu Ceredigion
Gofalwyr a Chymorth Cymunedol
Connecting Ceredigion
Carers and Community Support



Cyngor Sir CEREDIGION County Council

REPORT TO: Cabinet

DATE: 14 February 2023

TITLE: Feedback from the Healthier Communities Overview and Scrutiny Committee on the Ceredigion Carers Services Annual Report 2021-2022 and the Regional Carers Group Annual Report 2021-2022

PURPOSE OF REPORT: To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 23 January 2023

BACKGROUND:

The Healthier Communities Overview and Scrutiny Committee considered both the Ceredigion Carers Services Annual Report 2021-2022 and the Regional Carers Group Annual Report 2021-2022.

Councillor Alun Williams, Cabinet Member, and Iwan Davies, Corporate Manager, attended to present the Ceredigion Carers Services Annual Report and the Regional Carers Group Annual Report both for the period 2021-2022.

Susan Kidd, Carers Development Officer, was praised for coordinating the report contents and collating the information in a professional, easily readable format. Sara Humphreys, Team Manager, was also praised for writing the report contents. Thanks was also extended to the remaining officers in the Carers and Community Support Team for their valued contributions.

Following consideration, Members agreed to recommend that Cabinet:

- receive the Ceredigion Carers Unit Annual Report for 2021-2022 and the Regional Carers Group Annual Report for the same period.

The Chairman thanked the Cabinet Member and Iwan Davies and his team for presenting and providing two comprehensive reports. She also thanked and praised the Carers Unit Staff for the excellent work undertaken especially during a difficult period with the Covid-19 pandemic.

Councillor Caryl Roberts
Chairman of the Healthier Communities Overview and Scrutiny Committee