

FINAL DRAFT (JAN 2005)

PEMBROKESHIRE
CARERS' STRATEGY

FIVE YEAR PLAN 2004-9

This strategy has been produced by the multi-
agency Carers Joint Implementation Group

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SECTION 1 : AN OVERVIEW

1.1. INTRODUCTION

Carers provide the majority of care in the community, supported by a range of services provided by the statutory, voluntary and independent sectors.

People caring for their sick, disabled or frail relatives and partners save the state £57 billion a year – the equivalent of a second NHS.¹ The statutory, voluntary and independent sectors work in partnership with carers to enable them to continue providing their vital services

The Pembrokeshire Carers Strategy aims to bring about a better understanding of the role and needs of carers. The strategy underpins planning work to deliver services that are responsive to the needs and wishes of carers.

The strategy integrates into all other strategies presented to the Pembrokeshire Strategic Partnership Board, including the Health, Social Care and Well-being Strategy, the Children's and Young People's Partnership Plans and the Community Plan.

A value base for partnership working with carers can be found in Appendix A.

1.2. BACKGROUND

1.2.1 The Carers [Recognition and Services] Act 1995 gives carers an entitlement, on request, to an assessment when a local authority carries out an assessment of the person cared for. The Act covers adults, children and young people and parents of disabled children, who provide or intend to provide a substantial amount of care on a regular basis. Guidance from the Department of Health (Practice Guide 1996) underlines the importance of a shift in practice towards:

- greater recognition of carers, paying attention to and taking account of what they say
- an assessment of the 'caring system' which considers the range of support available to users and carers
- an integrated family-based approach which does not see either the user or carer in isolation

¹ A study based on 1991 Census data and the 1985 General Household Survey, calculated that carers save the state £34 billion a year. Carers UK research updates this study using the 1993 study as its model. The total figure carers save the state is estimated at £57.4 billion.

1.2.2 In July 2001 the Carers and Disabled Children Act 2000 became law in Wales. The Carers and Disabled Children Act 2000 makes four principal changes to the law with the objective of enabling local authorities to offer new support to carers to help them maintain their own health and well being. (Caring about Carers, A Strategy for Carers in Wales. The First Report 2001) The Act:

- Gives local authorities power to supply services directly to carers following assessment;
- Empowers local authorities to make direct payments to carers for services that meet their own assessed needs, to persons with parental responsibility for disabled children and to 16 and 17 year old disabled children for services that meet their own assessed needs;
- Allows local authorities to run short term voucher schemes; and
- Gives local authorities power to charge carers for the services they receive.

1.2.3 The Carers (Equal Opportunities) Act 2004 will be implemented in April 2005. Under the new law, carers will now have to be told about their rights, have more opportunities for work, education and leisure and there will be greater collaboration between statutory services to help them in their caring roles.

1.2.4 In 1999 the Government published a National Strategy for Carers setting out what it would do to improve the quality of life of carers. A year later the National Assembly for Wales produced a Carers Strategy for Wales. The National Assembly of Wales produced a Third Report in May 2003 which outlines the achievements over the previous year and identifies the work programme for the year ahead. Following advice from the Carers' Strategy Review Panel, the Welsh Assembly Government identified the following main work activities for 2003-2004:

- To develop a young carers training package for professionals working in schools and other professionals working with children of school age. The information contained in the package will help to raise awareness of young carer issues and the impact a caring role may have on life opportunities.
- To develop and run pilot voucher schemes with the aim of rolling out a Wales wide scheme during 2004
- To produce good practice guidelines on improving the accessibility to local services and also to develop appropriate service/support arrangements for Black and Minority Ethnic group carers
- To integrate adult carers assessments within the adults Unified Assessment process currently being developed by the Social Services Inspectorate Wales
- To monitor the effectiveness of the support arrangements for Local Health Board carer members

- To assess carers contribution to and their impact on the economy of Wales

The Strategy is built around 5 key priorities.

- Health and Social Care
- Information
- Support
- Young Carers
- Carers and Employment

1.2.5 To be consistent with the Carers Strategy for Wales(WAG), the Pembrokeshire Carers Strategy is set out according to the same key areas. The strategy states what agencies in Pembrokeshire with responsibilities towards carers will do to put the Government's new approach to carers into practice.

1.2.6 Carers' views are incorporated into the development of services through a number of ways, through Carers Forums on Carers Days, through regular contact with Carers Support Groups and the regular meetings of the Carers and Young Carers Joint Implementation Groups (JIG).

1.3 WHO IS A CARER?

1.3.1 Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The two main Acts cover all carers: adults who care for other adults, those who care for ill or disabled children under the age of 18, and young carers aged under 18 who care for a relative. There are 13,583 carers in Pembrokeshire, 3,484 of whom provide more than 50 hours of care a week. (Census 2001)

1.3.2 The term carer includes people who may or may not be a relative and who may or may not be living with the person they care for. It does not include volunteers who provide care as part of their work for a voluntary organisation, nor anyone who is paid for what they do.

1.3.3 Many carers live in the same house as the person they care for. Others live nearby and visit regularly. Some live a distance away and visit weekly or monthly. Some provide care for a limited period of time or as part of an informal family support network. Some provide care for more than one person. Caring often impacts on the whole family and not just on one person.

1.3.4 There is no such thing as a typical carer. Carers are individuals who may not see themselves as carers, and see themselves above all as a parent, child, wife or husband, partner, friend or neighbour. Carers' circumstances vary enormously. Carers must be considered as individuals in their own right and their choices and lifestyles must be respected.

1.3.5 The type of support carers give can vary. For example, a carer who supports someone with fluctuating mental health problems may provide emotional support and a range of practical tasks. Someone caring for a person who is sick, disabled or frail may provide a great deal of personal care and help with moving around as well as a variety of practical tasks.

1.3.6 Caring for someone can be both physically exhausting and emotionally stressful. Carers often feel isolated, unsupported and alone. Many carers may themselves have a stress-related illness or long-term health problem brought on by caring with inadequate support. Carers often experience a lack of financial security because of the cost of caring and difficulties in getting the support they need to help them balance caring with employment.

1.4. WHO IS A YOUNG CARER?

1.4.1 A young carer is a Child or young person aged under 18 years old, who is affected by caring for someone in the family who is mentally ill, disabled, elderly or with drug and alcohol problems. Caring tasks can range from general household chores to full personal care.

1.4.2 Young carers have adult caring responsibilities while having the legal status of children. As with adult carers, there is no typical young carer: a young carer may be in a lone-parent household looking after a mother with, for example, multiple sclerosis; a young carer may be in a two-parent family but still be the primary carer for the sick or disabled parent(s); a young carer may help to care for a parent with mental health problems or support a brother or sister with special needs. Many young carers are the primary carers – the only person providing care – while others share the responsibility with other family members. They have needs which are unique to them as children – sometimes quite young children – and young people.

1.4.3 Young carers may have a variety of problems in school caused by lateness and poor attendance. They may find it difficult to concentrate because of tiredness and anxiety about the person they are caring for. Underachievement and continuing caring responsibilities can limit their options for further education.

1.4.4 Caring can affect the young person's physical and emotional development and can affect the quality of their future lives. Children who are carers may experience feelings of isolation, stress or depression, and of feeling 'different' from other children. They may find it difficult to make and maintain friendships, and relationships in adult life may be affected by the problems they experience as carers in their childhood.

SECTION 2: PRIORITIES FOR ACTION AND ACTIVITY

2.1 Health, Social Care and Well-being

Health and Social Care services have a critical role in:-

- Identifying carers and the contribution they make
- Assessing their needs alongside those they care for
- Providing services that are responsive to their particular circumstances
- Promoting the health and well-being of carers
- Promoting awareness of the needs of carers
- Supporting and promoting the voluntary sector and other carers' networks

A Joint agenda for Carers

2.1.1 Carers and Young Carers Joint Implementation Groups

The Carers' Focus Group whose main responsibility was the distribution of the carers' special grant has been changed to a Joint Implementation Group in line with the government's agenda for modernising government and enabling the participation of users and carers in the decision making process. The joint implementation group brings together carers and voluntary sector agencies alongside statutory workers from both Health and Social Care and Housing. Decisions made will be fed through the Pembrokeshire Strategic Partnership Board. The Young Carers' Joint Implementation Group meets separately and involves representatives who are directly involved in education and working alongside young carers. There are several working groups established to fulfil certain tasks on behalf of these Joint Implementation Groups made up of representatives of all sectors.

2.1.2 Consultation via Carers Days and Carers Forums.

The input of carers and young carers is gathered regularly via a regular pattern of carers' days and events where an exchange of views and ideas of carers, and information concerning services is made. These meetings include the carers' forum and happen twice a year. Young carers have also met for a young carers' day with a similar exchange in a less formal atmosphere and the young carers' forum meets regularly. The carers' forum will meet twice yearly as requested by carers and the links with the Carers' and Young Carers' Joint Implementation Group will be developed to ensure greater input from carers.

2.1.3 Preparation of strategy.

This present strategy has been constructed jointly by the voluntary and statutory sectors and has been consulted upon widely via the carers' and young carers' Joint Implementation Groups as well as via public meetings advertised for carers to attend. The input of carers and all sectors of service providers has been drawn together to create this strategy and shape our action for carers in the future.

NHS and Carers

2.1.4 Local Health Board carer member

The newly formed Local Health Board for Pembrokeshire has a carer member as part of its membership thereby ensuring that carers' views and concerns are taken into account in the Board's decision making process.

2.1.5 Mental Health

The introduction of the National Service Framework for mental health services is being implemented within the county. Part of this service development includes key actions for developing arrangements which ensure that service users and carers constructively participate in developing their care plans. (key action 4) and the right for carers to have their own assessment and written care plan where appropriate (key action 8).

Good practice Example.

Carers support groups for carers of older people with mental health problems have been set up by CPNs throughout the county. There are currently five support groups for carers to access.

2.1.6 Health and Social Care Guide and Strategy for Older people.

There have been a number of documents published by the Welsh Assembly Government aimed at making sure that services provided by health, social care and housing authorities can meet the needs of patients, users and carers. "Improving health in Wales", "Building for the future", the "Health and Social Care Guide for Wales, and the "Strategy for Older People" all aim at informing and enabling people to live as independently as possible and take into account the role of carers in assisting this. All such documents will be considered by both health and local authorities whilst developing future action plans for carers in Pembrokeshire.

Social Care and Carers

2.1.7 Assessment

A new carer's assessment form has been developed, that takes into account the wider application of the 2000 Act. This form aims to record the impact of the caring role upon the life of the carer and to engage with the carer in formulating a plan to assist them to sustain their caring role. The process allows the assessment to be completed by a social worker/care manager, or by the carer themselves or alongside a support worker with the resulting action plan being completed by a member of the local authority or health staff.

Good practice issue

The development of Carers assessment form was carried out by a group of carers and professionals from all customer groups. The form has been piloted for some time to iron out in practice the best way to record the information needed to assist carers.

2.1.8 Carers Assessment budget.

The Welsh Assembly Government contributes to the budget of the local authority through the revenue support grant. A suggested budgetary total has been given in respect of the additional burdens concerning carers assessments. The whole of the suggested amount has been ring-fenced within the council budget in order to enable the development of assessment processes and to assist teams that are unable to provide a complete service. The County Council will continue to ensure that the assessment of carers' needs is well resourced.

2.1.9 Targeting of customer groups.

A small social work team has been deployed alongside social work teams working with specific customer groups in order to assist them in delivering carers' and young carers' assessments and developing the skills needed for this. This follows an audit of caseloads within these customer groups seeking to identify both carers and young carers. The team has begun with the Mental Health team and the Children with Disabilities team and will move on to work alongside other Community Care and Child Care Teams.

Example of Good Practice

Mr A cares for his partner who has been housebound for a substantial amount of time. One source of respite for Mr A has been riding his horse but he was finding that this was under threat because of his financial situation without work. After a carer's assessment which showed how vital this leisure activity was to his wellbeing and sustaining his caring role, the authority was able to assist by purchasing a year's feed for the horse.

2.1.10 Training for Carers' Assessments.

Many members of relevant social care teams have received training in completing both carers' and young carers' assessments. There is a continuing programme of training enabling new members of staff and workers to refresh their skills in this area. This course is also open to members of the voluntary sector to enable them to assist carers who wish to complete the forms themselves and to improve their understanding of these processes.

2.1.11 Carers Introduction Pack.

For many carers the initial onset of their caring role may not be the most appropriate time to assess their needs as a carer. Indeed they may not see themselves as a carer as they face the loss of independence of the person they care for. A carers' introduction pack has been developed to give new carers details about available services and what a carer's assessment is about. It is hoped that through this new carers will be encouraged to access this service at a time when they feel able to.

2.1.12 Services and Support for carers

Carers Grant.

The Welsh Assembly Government has provided support for carers services via a grant to local authorities. This will be continued through until April 2006 when the money will be incorporated into the revenue support grant.

Within Pembrokeshire, to date, distribution of the Carers Grant has been mainly through voluntary sector agencies providing support services that can be accessed directly by carers. These agencies provide valuable respite services that enable carers to take regular breaks whilst assured that the person they care for is being looked after by someone else who is competent to provide that care. Such organisations as Crossroads, Age Concern Pembrokeshire, and Pembrokeshire Carers Outreach are part of national networks and provide much expertise and experience to the provision of services for carers.

The grant has also been used to help establish and sustain self help groups and a holiday scheme assisting carers to obtain holidays either as respite or with the person they care for.

The Carers Grant has also been used to provide tailor made provisions to assist a carer sustain their caring role; this can be as little as the provision of a mobile phone enabling the cared for person to remain at home during a period of respite.

Carers will benefit from the development of a flexible budget made up of core funding and grant monies to enable the innovative provision of services for individual carers through their own individual assessment.

2.1.13 Respite

A respite policy is currently being developed in Pembrokeshire. This will include a range of respite options including respite at home. Respite care episodes are highly valued by carers in Pembrokeshire. Carers have highlighted the need for respite care to be as flexible as possible and inclusive of opportunities for respite at home. A working group is therefore considering a respite policy which offers a range of respite options. At present, respite care at home is available for clients with complex or specialist needs through NHS Continuing Healthcare which is funded by Pembrokeshire Local Health Board.

2.1.14 Direct payments and vouchers.

It is now mandatory for Direct Payments to be offered to certain customer groups and their carers. It is the intention of the council to develop services and budgets that will help sustain the carer's role and to enable flexible ways of delivering these services including direct payments when appropriate.

There are currently four pilot studies in Wales exploring how services can be provided to carers via vouchers. The results of these pilots will determine how the county will incorporate a voucher scheme into a comprehensive service provision for carers.

2.1.15 Voluntary sector partnerships

Many services have been provided for carers by voluntary sector agencies. Their presence on the Joint Implementation Groups has enabled a development in partnership in the decision making process . It is hoped that these will develop further as services are developed and delivered jointly in partnership.

2.1 Information

'The provision of easily accessible, relevant, factually correct information is of critical importance to carers and their representative organisations.'

Caring About Carers, WAG 2000

Welsh Assembly Government Initiatives

The Welsh Assembly Government (Third Report) continues to seek to raise awareness of carer issues and the services and support available to carers. The Welsh Assembly Government produced a booklet 'Is someone you teach a young carer?' which has been sent to all primary and secondary schools in Wales.

A publicity action plan has been developed to try to reach out to hidden carers across Wales.

2.2.1 Carers need to be provided with information that is:

- Clear
- Comprehensive
- User-friendly and jargon free
- Up-to-date
- Accessible
- Age-appropriate
- In the preferred language

to signpost them to support and services.

2.2.2 Carers need to have easy access to information about:

- How to qualify for help from different agencies
- How to get an assessment of their needs
- The Carers Grant
- Services and support available to carers within Pembrokeshire from all statutory and voluntary agencies
- Services and support available to carers nationally
- How to access services and support
- How to access services and support in emergency situations
- The illness/disability/condition of the person they care for
- Their rights as carers
- Charges for services
- The roles of different agencies and professionals
- What to do when things go wrong
- How to complain.

2.2.3 There is a need to further develop the multi-agency carers information group. All relevant agencies including the Pembrokeshire and Derwen NHS Trust, the Local Authority, the Local Health Board, the Local Health Alliance, the Community Health Council and the voluntary sector need to take a role in this to ensure that information for carers is well co-ordinated.

Examples of Good Practice in Pembrokeshire

A multi-agency Carers Information Group was developed in 2001. The group meets regularly to review carers' information needs and reports back to the Carers Joint Implementation Group. The group has developed a Carers Handbook which is available to all carers in Pembrokeshire. It is available in English, Welsh and Braille and is available on the PAVS carers web-site with links from the Pembrokeshire County Council web-site. The handbook is updated on an annual basis.

As a result of the Carers Information Group, a quarterly Carers Supplement is available to all carers in Pembrokeshire. The newsletter is also available on the PAVS Carers web-site.

For parents of children with disabilities, a newsletter, 'Merlins Messenger' is sent out twice a year by NCH. NCH have also produced information packs for parents of disabled children. They are produced in both Welsh and English and are divided into three age ranges, pre-school, school age and transition.

Young Carers Newsletter is produced every three months by Pembrokeshire Carers Outreach.

2.2 Support

'Carers need support in many forms: time, money, peace of mind and someone to talk to. Carers need someone who will listen, in confidence, to their concerns, fears, hopes and experiences; someone who will empathise with and understand their lives as carers. Young Carers in particular need someone to be a friend to them on their own terms.'

Caring About Carers, WAG 2000

Welsh Assembly Government Initiatives

The Carers' Strategy Review Panel has continued to meet to inform, monitor and give advice on the implementation of the Carers Strategy in Wales.

A Young Carers Advisory Panel and a Task and Finish Group on Vouchers have also been established.

The Carers Grant has provided £5.8m to local authorities in 2004-2005 and will be providing £5.9m in 2005-2006.

The Welsh Assembly Government commissioned a project with the All Wales Ethnic Minority Association to carry out a mapping exercise of services available to minority groups, and identify the barriers to accessing them. The project will develop a good practice guidance document, which will be distributed to all local authorities.

Carers need a broad range of support and services that they find practical, reliable and flexible. A number of support systems have been introduced to enable this to happen.

Carers and Disabled Children Act 2000

2.2.1 The 2000 Act implemented in Wales from 1 July 2001 was a significant milestone for carers, providing for the first time a right to an independent assessment of need. It also extends the possibilities for services beyond respite breaks to any services the local authority may consider appropriate to help and support carers with their caring role. Other benefits include enhancements in the promotion of independence and choice through the extension of local authorities' powers to offer direct payments to carers, parent carers or guardians of disabled children, and young disabled people between 16 and 17 years old.

The Carers Grant

2.3.2 The aim of the Carers Grant is to stimulate more quantity, diversity and flexibility of provision to enable carers to take a break from caring. The additional funding should ensure that local services are more responsive to the needs of carers.

2.3.3 Carers and carers' organisations need to be engaged in service planning at a local level and be involved in partnership working with all local statutory agencies. Carers need support to fully participate in planning.

2.3.4 Carers need to receive a range of support and services that are:

- Flexible
- Good quality
- Reliable
- Easily accessible
- Tailored to their individual needs and circumstances
- Responsive to the needs of the family as a whole

2.3.5 The support that carers need covers a wide range of areas:

- Regular breaks
- Regular respite for the person they care for, including respite at home
- Practical help
- Emotional support
- Help and advice to maintain their own health
- Counselling
- Advice on all aspects of caring
- Advocacy
- Transport schemes if they do not have their own transport
- Direct Payments
- Financial and welfare rights advice
- Legal advice
- Help in a crisis
- Skilled advice and training on ways of managing the care they provide
- Training and/or practical support to enable them to return to/remain in employment
- An active network of Carers Support Groups that are well supported by all agencies
- Regular Forum meetings where carers can be supported to participate and have representation at the Carers Joint Implementation Group
- Representation at the Local Health Board

Examples of good practice in Pembrokeshire

New developments have been funded by the Carers Grant eg Parent Action Group Emergencies Fund, Age Concern Befriending Scheme, MIND befriending scheme, Gardening Project at Carers Outreach, Holiday Breaks Scheme at PAVS, Circles of Support Project for adults with Learning Disabilities. More details of some of these can be found below.

Prior to 2002 Age Concern was only able to offer befrienders to older people living alone. Since the allocation of the Carers Grant, the service has been expanded to older people with carers. In many situations of older couples the carer and cared for roles are interchangeable and the befriending scheme has offered a much needed lifeline to more than 50 carers.

The Parent Action Group's Emergency Fund has been used to provide additional support for approximately 15 carers. Some examples are fees for holiday playschemes, waterproof mattress and quilt covers, costs towards sitters and a contribution towards the cost of a buggy.

The Circles of Support Scheme has been able to appoint a co-ordinator in Pembrokeshire for the first time with the help of the Carers Grant. The scheme has helped people with learning disabilities to set up their own support networks involving people who are committed to helping someone they care about, to change his or her life.

New carer member on Local Health Board was appointed in April 2003

Five new Carers Support Groups for Carers of Older People with Mental Health Problems have been set up and receive ongoing support from Community Psychiatric Nurses

All Carers Support Groups in Pembrokeshire have been able to access Carers Grant funding

Cars for Carers Scheme was initially piloted with funding from the Carers Special Grant. It now has alternative funding and is available to all carers in Pembrokeshire

2.3 Young Carers

2.4.1. Young carers are an important group of carers with specific needs because of their age. In Pembrokeshire The Carers Joint Implementation Group has a smaller but equally important subgroup, the Young Carers Joint Implementation Group that is made up of agencies involved with providing services for young carers. It meets regularly to develop a strategy that will meet the needs of young carers in the most effective way. This strategy forms an integral part of this Carers Strategy in that it explores the same areas of need as the overall Carers Strategy. It also informs the Children and Young People's Framework and Partnership strategies about young carers as a group of potentially excluded young people.

2.4.2. Social Care, Health and Well-being

The impact of caring on a young carer is potentially greater than many other carers simply because of the timing. The time spent caring can involve the young carer missing out on schooling, social life and many aspects of their childhood. Their health can be affected by constant lifting of the person they care for. Yet in some situations, a young carer is the only close person available and their activities are often seen as essential in keeping the family together.

Services for young carers must recognise the amount of effort that the young carer has put into their situation in order to maintain the family structure as well as alleviating the impact of the caring situation on a young life. The focus should be to provide services for the cared for person whilst still involving the young carer in decision making.

Young carers are hesitant to make their situation known as they are fearful of intervention from authorities that could result in the cared for person being taken away from the family home. Our intention is wherever possible to continue to support the family situation that the young carer has been working to maintain. In the light of this hesitancy, we still need to identify many young carers who have not made themselves known.

2.4.3. The extrapolation of research carried out in various parts of Britain indicates that there are likely to be approximately 250 young carers in Pembrokeshire. The number who are known to services at present is about 100. It is recognised that efforts will need to be made to identify young carers and alleviate any stigma that this group receives by raising the profile of young carers and alleviating bullying and prejudice via education and information. This strategy recognises the contribution made by young carers to the care and maintenance of their family structure. However it also recognises that this contribution is often made by the young carer at the cost of their own wellbeing, education, and childhood.

2.4.4. The council is empowered under several acts of parliament, namely

The Children Act 1989, The Carers Act 1995, and the Carers and Disabled Children Act 2000 to identify and assist young carers, helping them to sustain their caring role but also to remove any detrimental impact on them.

Examples of good practice in Pembrokeshire
<ul style="list-style-type: none">• Pembrokeshire Carers Outreach has developed a group for young carers to socialise and enjoy themselves as well as receive help and assistance on a one to one basis.
<ul style="list-style-type: none">• A multi-agency group of workers has helped raise awareness about the needs of young carers amongst teachers, doctors, other teaching and medical staff, social services staff, voluntary sector staff and amongst young people. This group is an example of effective joint working and has enabled the various disciplines to learn from one another.
<ul style="list-style-type: none">• A Young Carers' Forum has been set up to sit alongside the other young people's forums in Pembrokeshire.
<ul style="list-style-type: none">• Cymorth has funded a research project in 2004-5 which aims to raise awareness of the experiences of young carers in secondary schools in Pembrokeshire.

2.4.5. What there is to Achieve

- This strategy seeks to alleviate the burden of caring from the young carer whilst still involving him or her in the decision making process where possible. This will be done by providing appropriate services for the person the young carer cares for and assisting in maintaining the family cohesion where possible.
- To provide services that will assist the young carer in achieving their potential **despite the possible exclusion** that they may have experienced because of their caring role.
- To assess the needs of a young carer in a way that involves the young carer in the assessment and focuses on their needs both as a child and a carer.

- To assess the needs of the person the young carer cares for and address their needs in such a way that it helps to alleviate the young carer of the burden of care whilst still recognising the contribution they have made to the family situation.
- To identify young carers through an outreach programme and to continue to raise awareness concerning young carers so that as many young carers as possible can be helped.

2.4.6. How it is going to be achieved?

2.4.7. Partnership

A multi-agency partnership has been developed with all the agencies in contact with young carers, so that together they will work to identify, assess the needs of and help young carers in the County.

2.4.8. Outreach

A programme of outreach activities and events in schools will be developed throughout the county aimed at reaching young carers and alleviating their fears about intervention. At the same time the issue of young carers will be raised throughout the school in order to educate and inform and avoid prejudice and bullying.

Pembrokeshire County Council is also seeking to identify both carers and young carers through an audit of customers in various social work teams in order to offer carers and young carers assessments to them and assist them in sustaining their caring role.

2.4.9. Assessment

A child centred young carer's assessment process has been developed to enable the needs of a young carer as a child and a carer to be met. This will also enable ways in which the needs of the young carer can be met in the least intrusive way whilst still allowing for the most appropriate services to be available to the young carer.

2.4.10 Information

Examples of good practice in Pembrokeshire

A multi-agency group has developed attractive leaflets to inform young carers and their peers about the needs of young carers and the ways in which help can be achieved.

A young carers day was organised to provide an opportunity for young carers to meet with professionals to discuss their needs and ways in which these can

be met as well as have a good time. Other consultative events are planned in the future.

2.4.11 Transport

Transport is an issue for many people in Pembrokeshire including young carers. The views of young carers are being considered when organising events for them to take into account the distribution of young carers throughout the county. Cars for carers and other transport provision is being used to ensure that young carers have access and venues are varied. However constant monitoring needs to be continued in order to ensure that services develop in the most accessible way.

2.4.12 Young Carers and Work

Future employment is an issue with most young people. As they reach school leaving age there are decisions to be made about work, further studies, mobility to obtain work and future career prospects. These decisions can be even more difficult for the young carer, who may be tied to the locality because of their caring role and can often have to choose between a future career and continuing caring.

2.4 Carers and Employment

'Many carers will be working when the need to care arises and most will wish to continue work.'

Caring About Carers, WAG 2000

Welsh Assembly Government Initiatives

The Welsh Assembly Government is committed to encouraging all businesses to develop carer friendly employment policies which will assist carers to remain in or return to work.

The Welsh Assembly Government has reviewed its own policy on working conditions and has developed carer friendly policies.

The Welsh Assembly Government continues to support initiatives and projects such as the Care Scoping Study and the Action Carers in Employment (ACE) – to develop and promote carers as an integral part of the Wales workforce.

2.4.1 Carers should not be expected to cease work in order to take on caring responsibilities. Paid work for carers is important for many reasons

- Financial independence
- Increased costs of caring
- Source of satisfaction
- Maintain social networks and friendships
- Self esteem

2.5.2 Statutory agencies should lead by example in developing and implementing carer friendly employment policies in consultation with carers who also work for the agencies.

2.5.3 Awareness needs to be raised among employers as to the impact of caring responsibilities and the way in which they can support carers whilst at the same time maintaining a skilled and loyal workforce.

2.5.4 Employers should be supported to adopt carer friendly personnel policies that may include:

- Special leave in an emergency or crisis
- Flexible working hours
- Access to a telephone
- Working from home if appropriate
- Part-time working
- Support group in the workplace
- Career breaks

2.5.5 Support services need to be designed to appropriately replace the carer's role if they wish to work, which includes hours which are convenient to the working carer.

2.5.6 Information needs to be provided as to the financial implications to carers who are considering giving up work.

2.5.7 Training and support need to be made available to carers wishing to rejoin the employment market.

Examples of good practice in Pembrokeshire
<p>Many local organisations have introduced carer friendly policies eg Pembrokeshire & Derwent NHS Trust, PAVS, Pembrokeshire County Council, Crossroads. Pembrokeshire County Council's recently updated policy states the following:- 'The statutory right effective April 6 2003 provides eligible employees with children under six or disabled children under eighteen with the right to request a flexible working pattern and places a duty on their line manager to consider the request seriously. Pembrokeshire County Council extends this right to all their employees in recognition of the caring commitments and home life responsibilities in different stages of their lives. '</p>
<p>Crossroads was allocated funding from the Carers Grant for working carers and has enabled approximately 15 carers to stay in or return to work. They have also been able to offer support to many carers to participate in training courses, for example many older carers have undertaken computer training.</p>
<p>A Carers Day was held in June 03 to explore the theme of Carers and Employment. Carers were involved in group discussions on the topic. A Carers and Employment Seminar was held in November 2004 for carers, local employers and carers support services providers.</p>
<p>Training sessions for parent carers have been set up by NCH. Some of the courses that have been held are Wills and Trusts, Advanced First Aid, Moving and Handling, Stress Management and Assertiveness.</p>
<p>A range of topics are covered in training sessions organised by Carers Outreach. These include a six week course in stress management, Hospital Discharge Issues and the Importance of Respite.</p>

Appendix A

VALUES AND PRINCIPLES

This Strategy is based on the principle that Carers have rights to:

RECOGNITION :

Carers make valuable contributions and are regarded as partners in care, with their own expertise, skills and needs.

EQUAL OPPORTUNITY:

Carers have the right to be treated as individuals. Assumptions should not be made about a carer's ability to care on the basis of gender, age, culture, disability or sexual orientation.

ASSESSMENT:

Carers have a right to assessment of their own need separately from the person they care for.

INFORMATION :

Carers have the right to accurate and detailed information before, during and after caring.

CHOICE :

Carers have the right to make informed choices about the decision to take on or to continue caring.

COORDINATED AND FLEXIBLE SERVICES :

Carers have the right to expect agencies to work together and provide good quality sustainable services, which are adequately funded.

CONSULTATION :

Carers have the right to be fully involved in planning and providing services and to be asked regularly what they think. Carers need support to enable them to be fully involved.

RESPIRE :

Carers have the right to have regular breaks from caring.

Appendix B

CARERS' CONSULTATION

The purpose of consultation is to ensure that the needs and expectations of Pembrokeshire carers are heard and addressed.

A number of methods of consultation with carers have been used in Pembrokeshire;

1. A Carers Forum has been set up which meets every six months on Carers Days
2. Carers and carers organizations are represented on the Carers JIG
3. Research into respite needs was carried out in July 2001
4. Consultation on the Carers Special Grant Plan has taken place annually
5. There is a carer member on the Local Health Board.

As a result of the consultation the following needs have been identified in the following areas.

3.1 HEALTH AND SOCIAL CARE AND WELL-BEING

- In the preparation of the Health Social care and Well-being strategy carers' needs have been considered in the Needs assessment process.
- Carers welcome assessments but still have reservations about the outcomes of these assessments. Carers want greater clarity. They want copies of their assessments and regular reviews. (Carers Day 2004)
- Carers want more consistent and regular respite and support including respite at home (Carers Day June 2003, June 2004)
- Carers want better emergency/crisis cover including hospital discharge and when carers are ill (Carers Day June 2003, June 2004)
- Carers want increased home care services (Carers Day June 2003)
- Carers want GPs to have greater understanding of their needs and to provide better information/signposting to other services (Carers Day June 2003)

3.2 INFORMATION

- More publicity available about Carers Handbook (Carers Rights Day Dec 2002)
- Carers Handbook to be more accessible in GP surgeries, hospitals etc (Carers Day June 2003, June 2004)
- General Carers Leaflet to be widely available (Carers Day June 2003)
- More information needed on NHS respite (Carers Day 2004)
- Need to disseminate information/feedback from Carers Days to all carers (Carers Day 2004)

3.3 SUPPORT

- Respite at home needs to be available to all (Respite Research July 2001, Carers Day June 03)
- Each carer needs to have a named person ie a keyworker/linkworker who they can contact for information, signposting etc (Carers Day June 03, June 2004)
- Carers need to know how to get support in emergency situations (Carers Day June 03, June 2004)
- Carers need more support for accessing direct payments (Carers Day June 03, June 2004)
- Carers need to have more support from their GPs (Carers Day June 03, June 2004)
- Carers would like support to have holidays (Respite Research July 2001, Carers Day 2004)
- Carers want support to enable them to continue to run their own support groups
- Benefits forms need to be simplified (Carers Rights Day 2004)
- Carers Allowance rates are too low and should not be means tested (Carers Rights Day 2004)

3.4 YOUNG CARERS

Some young carers meet regularly in the young carers forum which gives them an opportunity to make their views known and have an impact on planning and policy.

A young carers' day was held in the summer of 2003 which involved a number of young carers and their views were gathered via interactive activities and consultation on a day that brought together young carers and professionals working with young carers in a fun day setting.

From these two events we have collected the following views of young carers:-

- At the young carers' day young carers identified bullying and prejudice from peers as a major problem. Many did not attend the event in term time for fear of being seen as different.
- Young carers said that they did not feel that their situation was understood by teaching staff and wanted more support from them in the school setting.
- Young carers in the young carers forum "Carers Care" have asked for more information about services that is more easily accessible.
- Young carers in the young carers forum "Carers Care" have asked for greater support in school, more help from professionals, more counselling services for young people, help with housework, and more support groups.
- Young carers in the young carers forum "Carers Care" have talked about losing friends, and getting bullied because they are young carers, as well as finding it difficult to find services to help them.

- CARERS AND EMPLOYMENT
 - Better information about employment opportunities for carers (Carers Day June 03)
 - More regular and consistent alternative care for working carers (Carers Day June 03)
 - More training for carers, particularly around IT and confidence building (Carers Day June 03, Carers Day & Carers Rights Day 2004)
 - Training to be held at convenient times and venues for carers (Carers Rights Day 2004)
 - Training and discussion groups for employers to promote more flexibility and understanding (Carers Day June 03)
 - All local employers need to be encouraged to develop carer friendly policies reflecting a more appropriate work/life balance.