

PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	15 February 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Carers Report - Supporting Improved Outcomes for Unpaid Carers: Update on Planning Objective 2A
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Director of Workforce & Organisational Development (OD)
SWYDDOG ADRODD: REPORTING OFFICER:	Anna Bird, Assistant Director – Strategic Partnerships, Diversity and Inclusion

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

The Social Services and Well-being (Wales) Act 2014 places a duty on Hywel Dda University Health Board (H DUHB) to provide information, advice and assistance to unpaid carers. The important role of unpaid carers has been recognised by the Board by assigning the specific Planning Objective 2: *Develop a Health Board specific plan that contributes to reducing inequalities for unpaid carers and responds to the priorities set out in the national and regional Carers Strategy. Ensure an annual update on progress and outcomes is provided to Board by 31st July each year.*

The attached report is presented to update the People, Organisational Development and Culture Committee (PODCC) on the ongoing work that supports unpaid carers, including staff who work for and have unpaid caring responsibilities in their home lives.

Cefndir / Background

The West Wales Carers Development Group (WWCDG) is a formal sub-group of the West Wales Regional Partnership Board (RPB), and includes representatives of HDdUHB, the three Local Authorities of Carmarthenshire, Ceredigion and Pembrokeshire, as well as representatives of the voluntary sector and service users and carers in West Wales.

Work to co-ordinate the delivery of the Board Planning Objective 2A is led by the Strategic Partnerships, Diversity and Inclusion Team of the Workforce and Organisational Development Directorate.

In November 2020, the West Wales Regional Partnership Board published the West Wales Carers Strategy 2020-2025: Improving Lives for Carers. This sets out four priority areas to set a clear vision for how agencies will work together to plan, develop and deliver services that will improve outcomes for unpaid carers and their families. The priorities are based on the principle of equality and fair access for all and have a clear synergy with the national Carers Strategy.

The four regional priorities are:

- Improve the early identification and self-identification of carers, including young carers and young adult carers;
- Ensure a range of services is available to support the well-being of carers of all ages, in their life alongside caring;
- Support carers to access and maintain education, training and employment opportunities; and
- Support carers to become digitally included.

A Strategy for Unpaid Carers was published by Welsh Government (WG) in March 2021; it set out a refreshed set of national priorities to improve the recognition of and support for unpaid carers. They have clear synergy with the regional strategy and together are used to inform the commissioning of services for unpaid carers in Hywel Dda.

HDdUHB has a small carer-specific core budget delegated to the Strategic Partnerships, Diversity and Inclusion Team to commission support services for unpaid carers. Over 95% of this budget is used to commission services delivered through third-sector partners, although the increase in the number of unpaid carers who self-identified and requested support during the pandemic has impacted on lengthening waiting lists.

In addition to the specifically commissioned carers' support services, there is also considerable work being undertaken by Health Board teams to raise awareness of, and support the early identification of, unpaid carers as part of their own core business and delivery of health and care services to patients.

Asesiad / Assessment

The Carers Strategy Group includes representation from corporate and operational teams across Hywel Dda UHB and there has been a high level of commitment to the work to improve outcomes for unpaid carers. The Group has established an action plan and individual teams and directorates have committed to taking forward a range of actions. In order to make effective use of time the Group meets digitally via MS Teams and this has proven successful at maximising both attendance and contributions.

The attached report provides a summary of the work being delivered since April 2022 to meet the needs of unpaid carers who are patients, family members, Health Board staff and the wider community. The report is shaped around the four priority areas in the regional strategy, highlighting the contributions of teams across Hywel Dda UHB as well as actions led by the Strategic Partnerships, Diversity and Inclusion Team.

Included in the report are some quotes and feedback from unpaid carers to illustrate the difference and impact that this has made to their caring role. Collecting qualitative feedback and the experiences of unpaid carers is an on-going priority and such illustrations can bring services to life as well as play an important role in understanding 'what matters' to unpaid carers. The Strategic Partnerships, Diversity and Inclusion Team worked collaboratively with the Value Based Healthcare Team to establish Carer Reported Outcome Measures (CROMS) which will add to a body of qualitative and quantitative evidence of impact to inform future investment plans. This work has now been transferred into an Enabling Quality Improvement In Practice (EQIIP) project to ensure momentum of this programme.

The services provided to date have been informed by the 2011 Census as well as local engagement with carers and a significant number of people came forward during the pandemic

to self-report their unpaid caring role. 2021 Census data has now been published and whilst on a UK level this shows that the number of unpaid carers has dropped overall, the number of people providing over 20 hours of unpaid care each week has risen. Locally in Hywel Dda 11% of the population aged five years or over are providing some form of unpaid care each week.

Table: Number of hours of unpaid care provided per week, usual residents aged 5 years and over, age-standardised proportions, 2021

Area name	Provides no unpaid care (age-standardised proportion)	Provides 19 or less hours unpaid care a week (age-standardised proportion)	Provides 20 to 49 hours unpaid care a week (age-standardised proportion)	Provides 50 or more hours unpaid care a week (age-standardised proportion)
Carmarthenshire	88.9	4.9	2.4	3.9
Ceredigion	89.5	5.3	2.0	3.2
Pembrokeshire	89.3	4.9	2.3	3.5

Source: Office for National Statistics – Census 2021

More analysis is needed as further data becomes available and this will be used to inform future actions.

Argymhelliad / Recommendation

The People, Organisational Development & Culture Committee is requested to take assurance from the report on the progress which has been made to implement Board Planning Objective 2A and improve the experience and support available to unpaid carers.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.4 To receive an assurance on delivery against all relevant Planning Objectives falling under Strategic Objectives 1 (<i>Putting people at the heart of everything we do</i>), 2 (<i>Working together to be the best we can be</i>) and 3 (<i>Striving to deliver and develop excellent services</i>) (see Appendix 1), in accordance with Board approved timescales, as set out in HDdUHB's Annual Plan.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	All Health & Care Standards Apply

Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do 3. Striving to deliver and develop excellent services 4. The best health and wellbeing for our individuals, families and communities
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to Hywel Dda UHB Well-being Objectives Annual Report	9. All HDdUHB Well-being Objectives apply

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	<ul style="list-style-type: none"> • The Social Services and Well-being (Wales) Act 2014. • West Wales Care Partnership Regional Carers Strategy 2020-2025: Improving the lives of Carers. • Strategy for Unpaid Carers¹ published by Welsh Government. • Planning Objective 2A, <i>“Develop a Health Board specific plan that contributes to reducing inequalities for unpaid Carers and responds to the priorities set out in the national and regional Carers Strategy. Ensure an annual update on progress and outcomes is provided to Board by 31st July each year.</i>
Rhestr Termau: Glossary of Terms:	WWCDG – West Wales Carers Development Group liC - Investors in Carers scheme RPB – Regional Partnership Board
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	Health Board Carers Strategy Group

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Limited carer specific corporate budget available to commission carer specific support services. The Carers Discharge Support Service and Investors in Carers scheme is now funded from Welsh Government RIF funding and match funding will need to be identified to meet the requirements of the new Health and Social Care Innovation Fund.
Ansawdd / Gofal Claf: Quality / Patient Care:	Improved early identification of unpaid carers of patients, or carers who themselves are patients will ensure that consideration is given to their needs so that HDdUHB’s ambition to provide care as close to home as possible can be maintained.

Gweithlu: Workforce:	All staff have a role to play in identifying unpaid carers and signposting them to carer specific support services to meet their needs. This includes managers and colleagues supporting staff with caring roles in their home lives.
Risg: Risk:	Services commissioned by HDdUHB to provide support to unpaid carers have insufficient capacity to provide support to the increasing number of unpaid carers who have self-identified themselves during the pandemic. This is resulting in waiting lists for support.
Cyfreithiol: Legal:	Duties under the Social Services and Well-being (Wales) Act 2014 to provide information, advice and assistance to unpaid carers.
Enw Da: Reputational:	Not applicable.
Gyfrinachedd: Privacy:	Not applicable.
Cydraddoldeb: Equality:	Not applicable.

Improving lives for unpaid Carers: Update on Planning Objective 2A

February 2023



Report Author: Strategic Partnerships, Diversity and Inclusion Team



Introduction

The important role of unpaid carers has been recognised by the Board through the allocation of a specific planning objective, PO2A: “Develop a Health Board specific plan that contributes to reducing inequalities for unpaid Carers and responds to the priorities set out in the national and regional Carers Strategy. Ensure an annual update on progress and outcomes is provided to Board by 31st July each year.”

This report has been written by the Strategic Partnerships, Diversity and Inclusion (SPDI) Team in collaboration with members of the Health Board Carers Strategy Group, who have been convened to drive forward this objective. The group includes representation from corporate and operational teams across the Health Board and there has been a high level of commitment to the work to improve outcomes for unpaid carers.

The West Wales Carers Strategy – sets out 4 priority areas to set a clear vision for how agencies will work together to plan, develop and deliver services that will improve outcomes for carers and their families. The priorities are based on the principal of equality and fair access for all and have a clear synergy with the national Carers Strategy. The four regional priorities are:

- Improve the early identification and self-identification of carers including Young Carers and Young Adult Carers;
- Ensure a range of services is available to support the well-being of carers of all ages, in their life alongside caring;
- Support carers to access and maintain education, training and employment opportunities; and
- Support carers to become digitally included.

Welsh Government published its Strategy for Unpaid Carers¹ in March 2021 which set out a refreshed set of national priorities to improve the recognition of and support of unpaid carers. These priorities are consistent with the regional strategy and are used to inform the commissioning of services for carers across the Health Board.

The Health Board’s Assistant Director of Strategic Partnerships, Diversity and Inclusion is a member of the Ministerial Advisory Group for carers, and also chairs the West Wales Carers Development Group (WWCDG) which is a formal sub-group of the West Wales Regional Partnership Board (RPB). This offers opportunities to ensure clear synergy between national, regional and local priorities.

This update report provides an overview of the work which has been carried out by the Health Board and evidence is provided of progress against each of the priorities outlined above which form part of the Health Board action plan. The report also aims to illustrate the impact and outcomes experienced by unpaid carers.

¹ <https://gov.wales/sites/default/files/pdf-versions/2021/3/2/1616489674/strategy-unpaid-carers.pdf>



SPOTLIGHT ON PRIORITY 1 - Improve the early identification and self- identification of carers of all ages.

In the State of Caring in Wales 2022 report, Carers Wales estimate that the total number of carers in Wales is around 500,000 and that carers' support during the pandemic is valued at £33 million per day. However, it is acknowledged that this comes with personal costs to carers who find that relationships, as well as their own health, can be impacted. At the time of writing this update the detailed 2021 Census data has not yet been published but a high level overview shows that the number of carers providing over 20 hours of unpaid care has risen since the last Census.

The Health Board has a broad range of actions to support the early identification and self-identification of unpaid carers of all ages which are illustrated below.

Investors in Carers

On behalf of the West Wales Carers Development Group, the Health Board leads the regional Investors in Carers (IiC) scheme and co-ordinates delivery in partnership with Carers Trust Crossroads West Wales. IiC provides the foundation for work with health professionals in primary (GP practices and pharmacies), community and acute hospital settings to raise awareness of the needs of unpaid carers, which is a national, regional and local priority. The IiC scheme has been designed to be utilised by a wide range of settings extending beyond health, including: schools, libraries, local authority teams, Job Centre Plus and third sector organisations. Evidence of participation in the scheme is also being written into a number of commissioned third sector provider contracts, and acting as a further catalyst to support the early identification of carers in health and social care settings.

The IiC scheme enables settings to progress through three levels; bronze, silver and gold and continues to encourage an electronic submission process for IiC evidence. A core element of the IiC scheme is providing a simple system that enables unpaid carers to register as a carer with their GP, which in turn instigates a referral to their local Carers Information Service who can provide information and additional support. In total since the inception of the scheme in March 2013, 113 settings have achieved bronze IiC awards, 15 Silver awards and 3 Gold awards.

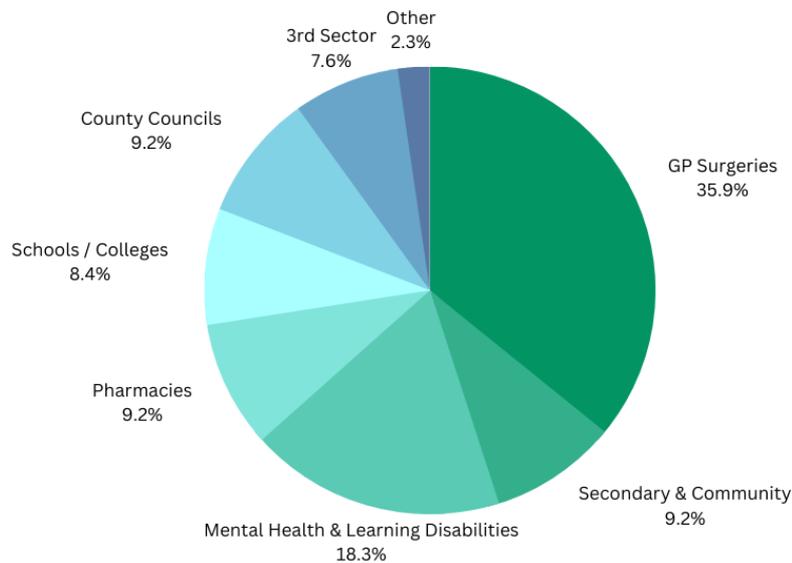
What's been achieved during 2022/23 so far?

- 3 health settings achieved a new Investors in Carers Award.
- 40 settings are currently working on their bronze, 20 settings are working towards Silver and 4 working towards their Gold.
- The IiC team are actively supporting 110 settings.
- An additional 310 carers have registered with GP surgeries across the health board area (bringing the cumulative total of carers registered to 11,973).
- 530 carers were referred to the carers' information service via the GP surgery registration and referral process.
- 30 carer awareness training sessions have been delivered with 394 people attending.



Pictured: Adult Speech and Language Therapy achieving their bronze certificate

The chart below provides an overview of the types of settings that have received Investors in Carers awards as of 31st December 2022:



Outcomes

Understanding the benefits and outcomes to carers is a key focus for the Carers Strategy Group. An important piece of work has been undertaken by the liC team during the year to gain feedback on how the scheme has made a difference specifically to carers who are beneficiaries, as well as to the settings and carer leads involved. A sample of carers were asked for feedback on how the setting has helped them. 19 out of 29 carers asked had not known they were a carer prior to the support they had from the setting accredited with the liC bronze level. They were also asked what difference the support they had made to them. Examples of feedback and benefits are illustrated in these quotes from a member of staff and a carer:

“The liC scheme does help confidence. I am now able to raise awareness to others and make the carers feel more supported. ‘As a result I can go home knowing we have helped and provided a good service.’”
(Health Care Support Worker)

“A massive difference at the time. Just being recognised as a carer as we were run off our feet.”
(Carer)

Awareness raising activities

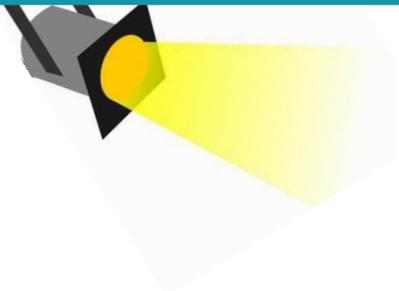
During Carers Week in June 2022 and Carers Rights Day in November 2022 a number of information stands were held in the main hospital sites across the three counties. These were manned by representatives from the Carers Discharge Support Service, Admiral Nurses, Workforce Advisors and the Community Outreach team. The stands were visited by patients, carers and staff and provided a chance for a one to one introductory chats, to highlight support services and sources of information which were available immediately, or how to find these at a later date. Also importantly, it provided a chance for staff to network.

Whilst these are examples of specific awareness raising activities, the Health Board Carers Team are proactive at sharing information and opportunities for unpaid carers throughout the year using Global emails and social media channels as appropriate.

The Carers Team works closely with the Patient Experience team to facilitate training and maintain strong links between the Family Liaison Officers (FLO) and the Carers Discharge Officers. FLOs are in a unique position in their ward based roles to help identify unpaid carers who may benefit from being signposted to the Carers Discharge Officers at the earliest opportunity to help them access support and information. Following attendance at training one FLO said:

“Since having the training I have been able to help many relatives to register themselves as carers at their local GP surgery”.
(Family Liaison Officer)

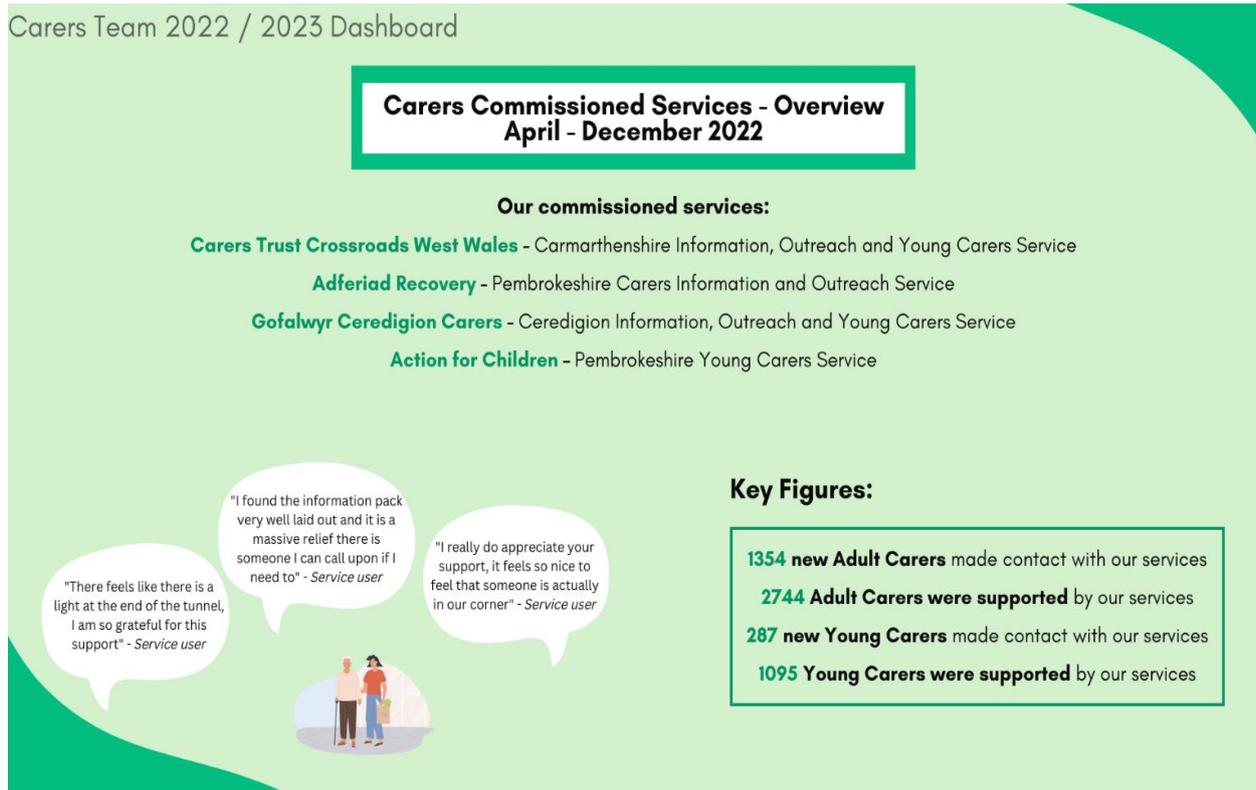
The Health Improvement Team (specifically those who work in the field of substance misuse) have continued to maintain a strong link with Mid and West Wales Fire and Rescue Service who are regularly engaging with the public as part of their Home Fire Safety work. Via their use of the Making Every Contact Count (MECC) approach, they focus on identifying and signposting unregistered carers to support which has been commissioned by the Health Board. They directly furnish people with literature about support for carers as well as other targeted health messages e.g. alcohol harm reduction information. Dyfed Powys Police Community Support Officers are rolling out a similar way of working with those who are more vulnerable in their communities and are now also providing information in the same way.



SPOTLIGHT ON PRIORITY 2 - Ensure a range of services is available to support the well-being of Carers of all ages, in their life alongside caring.

The Health Board has a small dedicated core budget to support the commissioning of specific support for unpaid carers in line with the statutory duties set out in the Social Services and Well-being (Wales) Act 2014. In Hywel Dda, support for unpaid carers is primarily provided by third-sector partners and the Health Board acknowledges the additional social value that working collaboratively with charitable organisations can bring. The Health Board commissions information and advice services as well as community based outreach support to identify and address individual needs, helping to signpost to other services which can help and support people with a unpaid caring role.

Carers Information Services have continued to take referrals and provide one-to-one support for unpaid carers across Hywel Dda and illustrated below is an overview of the activity from our commissioned services based on contract monitoring data for the first nine months of the financial year 2022/23.



The number of unpaid carers supported by our third-sector partners has continued to increase. Based on the same period the number of adults supported rose from 1787 in 2021/22 to 2744 in 2022/23. In light of on-going budgetary constraints the impact has been that carers are waiting longer for support and the opportunity for a “what matters” assessment, which is a crucial first step to identify actions that can help with a caring role.

Admiral Nurses

The Health Board, in partnership with Dementia UK, launched a new nursing service to support the carers of people living with dementia at the end of March 2021. The Admiral Nurse Service is a significant addition to the current support available to people living with dementia and their unpaid carers. Between January and December 2022, the service received **672** referrals.

As part of a feedback questionnaire, all respondents rated the service as very good on the Friends and Family Test. One respondent described the Admiral nurses as “a life saver” and another said they “could not have managed without her support”. A testimonial from one service user is illustrated below:

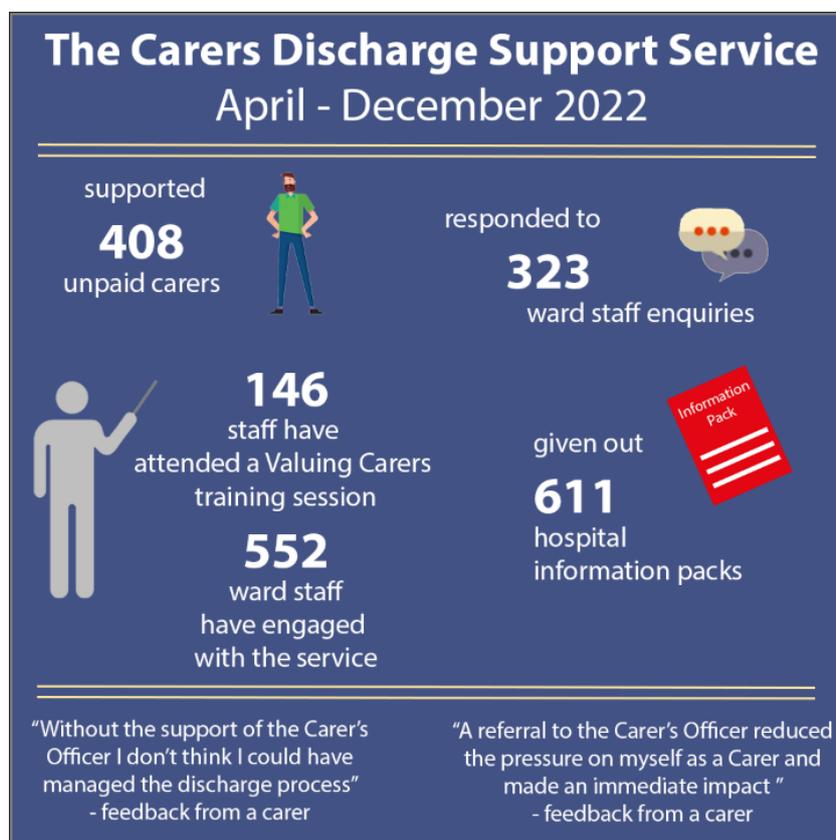
“I was totally lost and didn't know what to do or where to turn until I was given the support and expertise of an admiral nurse. She was kind caring, knowledgeable and a great listener. She gave me sound advice and pointed me in the right direction. With her support I felt very safe and listened to. She understood how I felt and made me feel at ease and better about myself. She is an absolute diamond. Knowing she's there if I need her is extremely comforting.” - Service user

Carers Discharge Support Service (CDSS)

The Health Board and its local authority partners have taken a whole system approach to support and engage carers in the discharge planning of patients and ensure active provision of information, advice and assistance (IAA). The Carers Discharge Support Service was established using Welsh Government Integrated Care Funding (ICF) and now forms part of the Regional Partnership Boards (RPB) Regional Integration Fund (RIF).

The Health Board commissioned the third sector to provide Carers Discharge Officers who have a specific role in supporting hospital staff in the early identification of carers, enabling improved involvement in the discharge planning process and active provision of information and support.

The Carers Discharge Officers also work closely with the Family Liaison Officers, discharge teams and other key staff in each hospital who refer patients and their families for carer specific support. So far during this financial year 408 carers have been supported by this service; this compares to 260 in 2021/22. The Carers Discharge Officers also promote the uptake of the carer aware e-learning training or deliver bespoke sessions and so far this year 146 staff have attended a training session. The Carers Officers have responded to 323 ward staff enquiries. Some outcomes are outlined in the infographic on the next page.



Carer Strategy Group members have also been working in partnership with the local authority and the joint discharge teams to ensure that there are procedures in place when patients are identified as homeless prior to discharge from hospital. This includes people who do not have a home, as well as situations where family members are unable to care for their relative anymore. To assist staff work is ongoing to develop a flow chart to set out the pathway for action and support for the patient.

The Health Board developed a video promoting the Carers Discharge Support Service with Larry (name changed) telling his story. This was promoted on Carers Rights Day in November 2022, and illustrated that family members don't always recognise themselves as an unpaid carer. The video also highlighted the positive impact that the Carers Discharge Officer had made for the carer and the family member they were caring for.

Link to English video: <https://www.youtube.com/watch?v=8BrVHCIB0AI>
 Link to Welsh video: https://www.youtube.com/watch?v=HSQSL6E_TcA

Carer reported outcome measures

The Values Based Healthcare team has supported the development of some initial work on the use of a Carer Reported Outcome Measures (CROMS). This helped to establish some key questions in order to more routinely measure the outcomes for unpaid carers who are supported by the Health Board. An application was accepted onto the EQiP Cohort three programme and the focus will be to look at what improvements can be made around identifying carers on admission and ensure that they are supported and included during the discharge/transfer of care process.

Collaboration with carers

This year the Mental Health and Learning Disabilities team led a recommissioning exercise to retender 11 services which are currently delivered by third sector providers, funded by the Health Board. They cover early intervention and prevention services for both Mental Health and Wellbeing services, and Learning Disabilities. Engagement events across the region were held specifically for carers and service users to inform the development of service specifications. The tender is currently still live but evaluations panels will continue to include representation from carers and from service users.

The Young Carers Service in Pembrokeshire and Carmarthenshire also went out for tender. To support the development of the service specification the Health Board working in collaboration with the youth services, engaged with young carers and young carer groups across the Health Board area to ensure that their views and needs were reflected in the service specification.

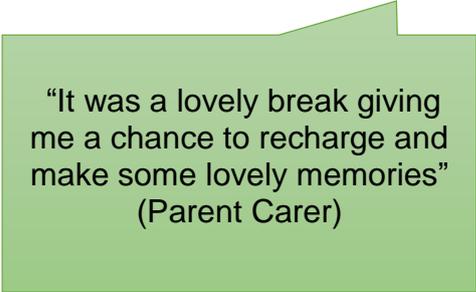
The Paediatric Palliative Care Team

The Paediatric Palliative Care team have been proactively referring young carers and families that are caring for palliative babies, children and young people for short breaks to Bluestone, as well as family days out to Folly Farm. These carer breaks have been funded as part of a short breaks fund overseen by the Regional Partnership Board.

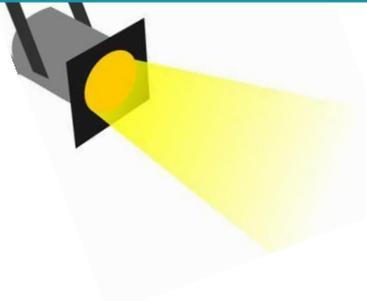
The outcomes of these short breaks are:

- Prevention of crisis points for carers
- Reduced visits to GP / A&E
- Less or shortened hospital admissions as families feel supported
- Reduced stress and improvement in mental health and wellbeing
- Good partnership working practices
- Improved quality of life, mental health and well-being
- An opportunity for families to make memories together

One Carer said:



“It was a lovely break giving me a chance to recharge and make some lovely memories”
(Parent Carer)



SPOTLIGHT ON PRIORITY 3 - Support Carers to access and maintain education, training and employment opportunities.

The Health Board has delivered a range of actions to identify and support our staff who are unpaid carers. This work included: the development of an annual staff survey; information leaflet for staff; a Carers policy; delivery of lunch and learn training for line managers; establishment of a staff Carers peer support group.

Employers for Carers

The Health Board benefits from membership of the Carers Wales Employers for Carers Scheme which is a regional membership arrangement overseen by the West Wales Carers Development Group of the Regional Partnership Board. The Health Board was awarded Level 2 – Accomplished in April 2022, gaining 106 points out of a possible 110.



Staff Carers peer support group

The peer support group for Health Board staff who have a caring role continues to be run fortnightly over MS Teams and is facilitated by the Carers Team. Three guest speakers have attended sessions: Workforce Advisor, Advocacy and Learning Disabilities services. To make the sessions more accessible and provide a variety of

times to suit the needs of different staff, we are now running these fortnightly on a Wednesday lunch time and a Tuesday afternoon.

“The peer support group has also provided significant sense of being valued and visible and is an essential touchpoint to additional services and support avenues for staff.”

(Staff member with caring responsibilities)

Carer Aware e-learning

The Carer Aware e-learning was launched in November 2018 by Social Care Wales and this forms part of the e-learning within the NHS Wales ESR system. During the year the training has been promoted to staff working across the Health Board and between April–December 2022, 220 staff in Hywel Dda completed this programme.

With effect from January 2023 this course has now been marked as mandatory for all new starters and further awareness raising activities will take place in March 2023 to support the wider roll-out to all staff.

Carers Staff Survey

The annual staff survey was launched on Carers Rights Day in November 2022 using MS Forms and was completed by 111 health board staff. The survey and feedback provided by staff provides a “temperature check” and valuable insights into the impact of caring roles for our staff who self-identify as unpaid carers.

The Carers staff survey report will be used by the Carers Strategy group to identify further actions which can be taken to strengthen support for staff with caring roles, for example working with the OD Relationship Managers, Culture and Change Managers and Workforce teams to increase promotion of the Carers passport.

What staff said in the 2022 Carers staff survey

- 87% said their line manager knew about their caring responsibilities.
- 25% of those who hadn't told their line manager, said they feared they would be seen as unreliable.
- Only 31% said that caring hasn't affected their work negatively but 85% of those said they were worried it would in the future.
- Agreed flexible working arrangements was the most used support for carers, followed by the carers policy and the carers pages on the intranet.

Results from the Staff Survey in the previous year (2021) suggested that managers across the organisation could be better informed about the impact of caring responsibilities and the issues some staff might face juggling work and caring. To address this a bitesize video was produced to provide some introductory information for line managers to increase their understanding on how to better support any team member who might have a caring role in their personal lives. This training can be accessed via the Carers SharePoint:

[Supporting unpaid carers - bitesize training for line managers - YouTube](#)
[Cefnogi gofalwyr di-dal - hyfforddiant byr i reolwyr llinell - YouTube](#)

A number of bespoke training sessions have been delivered to Workforce Advisors and Occupational Health Advisors to enhance their confidence at how to support working carers. Discussions have also focused on how the Advisors can support line managers to increase their awareness of how to support staff with a caring role. 36 Workforce and 16 Occupational Health staff have attended these sessions. One participant highlighted the benefits saying that:

“As a result of the training sessions I'll be sharing information gained with staff members and line managers to help with their individual situations”.

SPOTLIGHT ON PRIORITY 4 - Support Carers to become digitally included

Hywel Dda Health Board has many communities in rural areas which can provide challenges when trying to access services and stay connected with family and friends. Digital connectivity has been an important theme throughout the Covid-19 pandemic and we are continuing working towards supporting carers to become digitally included.

The Education Programme for Patients team have a course especially for carers called Introduction to looking after me (I2LAM). These used to be delivered face to face prior to the pandemic however the option to attend via MS Teams is now available. Since April 2022 three courses per quarter were planned to take place both physically and virtually however no carers came forward to take up the offer of physical attendance, which may reflect the difficulties carers experience taking a break. Two virtually delivered courses are planned for February and March and extensive promotion is taking place to encourage carers to attend.

Digital inclusion has been a key aspect of the Regional Partnership Board's Transformation Programme and Carers Discharge Officers, Family Liaison Officers, Admiral Nurses and other teams provide a key link to signpost unpaid Carers to support to help them to become digitally included.

The Health Board has been part of a task and finish group which helped to develop a dedicated online platform for carers funded through the Regional Integration Fund. The Carers Support West Wales website was launched on Carers Rights Day in November 2022 and is designed to be used a central place for carers from all three counties in the Hywel Dda area to access information. The link to the platform is here: [Carers Support West Wales | Cymorth Gofalwyr Gorllewin Cymru](#)

The Carers Strategy Group have also identified that there's an opportunity for Health Board I-pads and tablets to be uploaded with links to information for carers, making it easier for Family Liaison Officers, Carers Discharge Officers and ward staff to signpost carers to information that could assist them in their caring role. As a result of attending the Carers Strategy Group the Cancer Information Support Service have added a section on unpaid carers to their Padlet, which is a digital resource for staff so they can easily access information across all three counties in one place. A screenshot of this can be seen below:

