



CORNWALL CARERS SERVICE

Support For Those Who Care

Carers Partnership
board Report
January 2024





SUMMARY

During the quarter (October – December) the Service has continued to work very hard to meet our partnership goal and aim to create better outcomes for unpaid carers in Cornwall .

The CCS team has achieved a significant milestone in their efforts to support carers in Cornwall: clearing the backlog of carers assessments transferred from Cornwall Council. This accomplishment is a testament to the team's dedication, hard work, and unwavering commitment to improving the lives of carers.

What this achievement means:

Reduced wait times: Clearing the backlog means carers will no longer face lengthy delays in receiving their assessments. This can significantly reduce stress and anxiety for carers who rely on these assessments for vital support services.

Improved access to support: Timely assessments ensure that carers can access the support they need, when they need it. This can include financial assistance, respite care, and other vital resources that can make a real difference in their lives.

Stronger support system: By addressing the backlog, the CCS team is strengthening the overall support system for carers in Cornwall. This demonstrates a commitment to prioritizing their needs and well-being.

We are also delighted to be part of an effort to support winter pressures, by bringing a respite offer to Carers.



INFOGRAPHIC

HOW MUCH HAVE WE DONE - QUARTER 4 FIGURES

1

561

Carers Accessing Level One Support

2

255

Carers Accessing Level Two Support

3

103

Carers Accessing Level Three Support



1097

Carers Accessing Service



861

Carers Joining Carers Register



130

Carers Accessing Emergency Carers Card



£145,777

Value of Carers Grants Paid



21

Carers Prevented from Crisis



41

YAC Accessing Service



20

Sibling Carers Supported

All interventions claimed against Key Performance Indicators are those made with, or on behalf of, the carer, where the carer has moved forward in their caring role. As a carer led service, all mediums of communication are agreed with the carer to best suit their preference; our priority being the need of the carer and getting them the resolution by the means that best suits their individual circumstances.





PARTNERSHIP ACTIVITY



- **Age UK:** the Carers Event at Eden Project which was well attended and Carers gave excellent feedback on how much they appreciated this day out and how it had benefitted their emotional and mental wellbeing.
- **Promas:** We have run our first face-to-face course for Dementia carers who cannot leave their cared for. Memory Matters looked after the cared for in a different room in the same building whilst the carers attended the session. This was a great success, and the feedback was fantastic, more will be running in 2024.
- **Disability Cornwall:** This quarter 17 Advisers working on DIAL, Carers and Inclusion Matters completed 4698 actions for 1921 clients and raised £649,108.73 in welfare entitlements & individual grants and funding. We also worked with 6 patients on the waiting well list for appointments at Derriford Hospital.
- **Barnardos:** KYC have developed a poster to promote and raise awareness of the young carers card. The Mayor of St Austell has nominated KYC to be their charity of the year for fundraising. We are excited to report that a Danceathon is being planned for the 25th of April 2024. They are aiming to raise £8k for KYC to take 32 young carers to the Young Carers Festival in June 2024
- **CRCC:** The CCS team has achieved a significant accomplishment by clearing the backlog of carers assessments transferred from Cornwall Council. This backlog represented a substantial workload and required dedicated effort from the team to overcome.



Contractual
requirement

Outcomes
supported

Activity & Action

Level 1

Develop guidelines and training for health, social care and wellbeing practitioners

Supporting Outcome: 3

Activity and Action

The Carers passport has been shared widely, during the next 2 months we will launch a campaign on our website to encourage all employers to adopt the carers passport as good practice along with a webpage based around employers. This is a priority as the new Carers Leave Act comes into force from April 2024.

In addition we will be launching the second cohort of Carers Assessment Guidance sessions for ASC teams.

Contractual
requirement

Outcomes
supported

Activity & Action

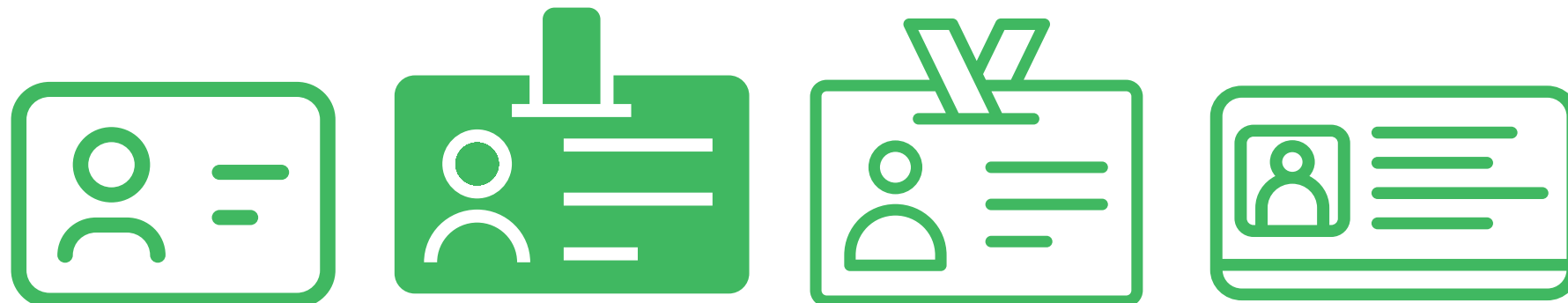
Level 1

Develop Carers emergency card/Carers passport

Supporting Outcome: 9

Activity: 130 completed

This is an ongoing piece of work where every carer coming through the front door of the service has offer of the emergency card and Passport



Contractual
requirement

Outcomes
supported

Activity &
Action

Level 1

Establish a single point of access to information and guidance

Supporting Outcome: 2

Activity:

561 accessing level one and
6.5K accessing the website

The Single point of access for Carers continues to be a successful and meaningful point of entry to the service and importantly connection to support



Contractual
requirement

Outcomes
supported

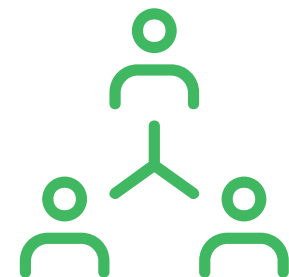
Activity &
Action

Level 1

Support and establish peer support groups

Supporting Outcome: 5

The service has supported 2 Carers peer support groups and 4 memory cafés



Contractual
requirement

Outcomes
supported

Activity &
Action

Level 1

Carers awareness training

Supporting Outcome: 10

The Service continues to provide this support widely across the system with the second cohort of support to ASC teams completing carers needs assessments.



Contractual
requirement

Outcomes
supported

Activity
& Action

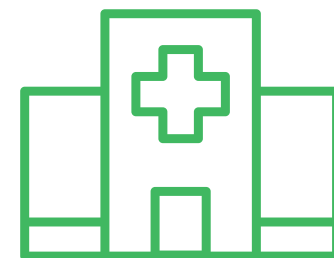
Level 1

Develop carers support in hospitals

Supporting Outcome 7

We continue to develop networks and promote carer wellbeing. We had 47 NHS referrals from Treliske and 18 from Derriford.

With specific focus on Dementia training days and Carers Corner, Derriford are embarking on awareness building within UHP. We do have a Gap in recruitment for this role which we hope to fill during the next couple of months. All referrals will of course now go through the advice line



Contractual
requirement

Outcomes
supported

Activity & Action

Level 1

Provide clear information on the differences in provision between children's and adults services

Supporting Outcome 2

Our literature and website map out the differences in provision and remain a fundamental part of the service. Young Carers up date to the website includes a blog and added images and pictures and details about events.



Contractual
requirement

Outcomes
supported

Activity
& Action

Level 1

Develop Guidance for employers so they are Carer aware.

Supporting Outcome 8

The main up date to share is we have added all of our support to employers to become more carer aware to our website.

We have opened a conversation with Cornwall Council to further develop their flexible working policy to incorporate a carers passport. During the next 2 months we will launch a campaign on our website to encourage all employers to adopt the cares passport as good practice along with a webpage based around employers. This is a priority as the new Carers Leave Act comes into force from April 2024.



Contractual
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Outcomes
supported

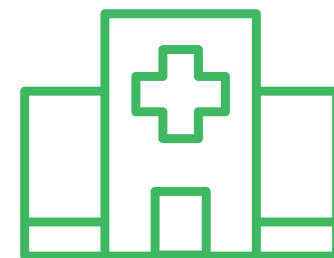
Activity
& Action

Level 2

Establish one to one support for carers

Supporting Outcome 8

The service has completed 816 interventions across the partnership with Carers in level 1 and 2 of the service.



Contractual
requirement

Outcomes
supported

Activity
& Action

Level 2

Offer proportionate carers assessments when appropriate using a strengths based approach

Supporting Outcome: 11

The service has completed 188 Assessments this is unusually high which represents the Backlog work undertaken



Contractual
requirement

Outcomes
supported

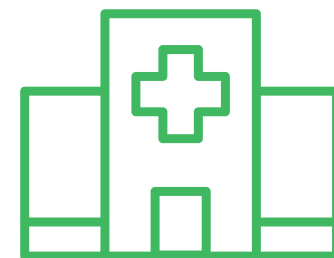
Activity
& Action

Level 2

Offer training opportunities for Carers

Supporting Outcome 10

Promas continue to deliver excellent support to carers through their courses and social activities (please see their direct report for detail on numbers and types of activities) We have run our first face-to-face course for dementia carers who cannot leave their cared for. Memory Matters looked after the cared for in a different room in the same building whilst the carers attended the session. This was a great success!



Contractual
requirement

Outcomes
supported

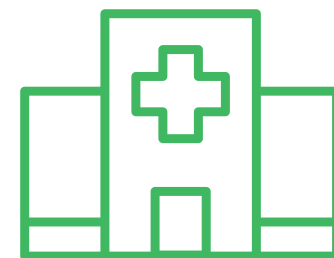
Activity
& Action

Level 2

Offer self help and emergency funds

Supporting Outcome: 9

The Service maintains its grants offer supplemented by HSF and a range of other wellbeing grants, with a total of £145,777 being awarded to Carers in need.



Contractual
requirement

Outcomes
supported

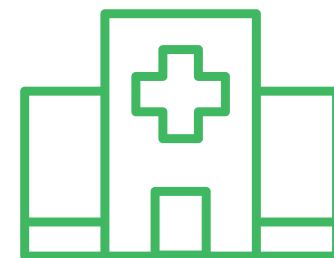
Activity
& Action

Level 3

Offer carers one off personal budget to eligible carers

Supporting Outcome 9

£57,075 being the amount paid to carers
which is an average award of £380



Contractual
requirement

Outcomes
supported

Activity
& Action

Level 3

Create a Safeguarding Officer for Carers with SAB

Supporting Outcome

We are working with the SAB and their training offer for Mental Capacity Act training creating a resource across the system to better support positive outcomes for individuals and carers. Our plan is to make a training offer for carers during carers week to better understand what mental capacity is



HOW TO CONTACT US



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