

No	Contractual Obligation	In support of which Key Outcome? (state 1-12)	Responsible partner(s)	Action taken to meet obligation	Current status (complete, not started or ongoing)	Timescale
Level 1 - Help to self-manage your caring role > To help you stay as independent as possible > To help achieve outcomes 1-9						
1	Develop guidelines and training for health, social care and wellbeing practitioners	3	All partners, but dC at first point of contact, support from CC and NHSK	<p>During the Quarter we have provided Sessions to our partners in health, With a focus on Improving and supporting Carer Identification and referral for support. We continue to provide sessions across a wide and varied audience to improve and increase Carer awareness and Identification. As Described per last quarter up date this element of our service is on going through out. During this quarter we have set a schedule for delivering information and support with a focus on health and hospital teams. we are meeting with a range of key professionals delivering information around support available from the service. Tool Kits and training sessions for Schools are developed and in place with a schedule planned in for delivery of these sessions. and We have set a schedule We continue with this activity. We This element is on going we have packages of support which I have been delivering across health and social care teams that support teams with early identification of carers routeways and pathways for referral. Resources for carers both locally and national. Identification of working carers. the design model and features of the carers service. Barnardo's team have created and shared tool kits and packages of support for schools, both primary and secondary schools. On going plans include the development of tool kits for employers including offer of support to develop and implement Carer aware policy for their business. These will be launched January 2022. Training opportunities and shared learning opportunities for wellbeing practitioners. We will run some co design sessions with Carers to influence the design of these tools and resources.</p>	ongoing	Sep-21

2	Develop Carers emergency card/Carers passport	9	disability Cornwall, CRCC, support from C and NHSK	<p>During the quarter we continue to promote and support Carers to access the Carers emergency Card we have supported 210 Carers to access an emergency Card. The Carers Emergency Card and Carers passport is in place. All Carers have been migrated from the previous service and new up to date carers emergency cards are being rolled out. We have completed work with the team at Trelick to develop the Carers passport offer in hospitals, we are aligned to the universal peninsular Carers emergency card combined carers passport. This work is ongoing as the carers passport has many elements and must be developed with a wide range of organisations including education community and employment and mental health trusts. To be inline with the government recommendations around Carers Passport. In Cornwall there is clear need to further develop recognition and use of carers passport in Education community employers and mental health Trusts. While the Carers passport is in place there is on going development planned through out 2022 to better engage schools and education employers and mental health trusts with recognition use and imbedding Carers passport as a fundamental tool to support Carers.</p>	complete with elements of ongoing work	Sep-21
3	Establish a single point of access to information and guidance	2	disability Cornwall	<p>The Single point of entry continues to be a main stay and rich resource for unpaid informal carers, we continue to update the website supporting Carers to access information and resources to support them in thier caring role. As per previous this element is in place and running effectively , the website is continuing to be developed to better meet the needs of carers and improve up on accessibility. The Single point of access into the Service is via the advice Line this is live and in place. Key to this is the Website for information and self management options. The website is in development with Text to chat and live Chat being implemented by November 30th 2021</p>		Jul-21

4	Support and establish peer support groups	5	Age UK, CRCC, Carers	<p>During the quarter we have seen successful applications for Peer Support Group Grants. Peer Support Groups continue across the county we are seeing new peer support groups emerge and establish, along side existing groups. We have attended and provided information and guidance throughout the quarter. The offer to peer support groups remains in place and accessible to groups. During the quarter we have seen a number of groups applying to the grant for support to maintain their group. Peer support groups are in place with various peer support methods in place to develop and maintain peer support Groups. This includes advice on setting up and running peer support groups and governance, Grants to support respite and short breaks from the caring role. Within the young adult provision there is activity to support young adults to establish peer support groups with input from a worker to include 12 targeted themes to support young adults.</p>	complete with elements of ongoing work	in place
5	Develop carers awareness training	10	Promas	<p>Promas continue to stride forward each quarter and deliver a full schedule of opportunities for Carers, there is a social event during the quarter including social activities which have been well received. During the Quarter Promas continue to deliver their schedule of training and courses, including face to face zoom telephone options. Feedback remains positive and informative helping guide and shape future resources. During quarter 1. 22 telephone training events 8 coaching and mentoring events 18 online training events and 10 face to face events have been delivered. With a planned schedule for activity in place and one social event planned.</p>	complete	Jul-22
6	Develop shared confidentiality protocols		CC, NHSK, CRCC	In place we have a joint privacy agreement and protocol in place.	complete	Jul-22
7	Develop training for professionals so they are "carer aware"	6	CRCC	<p>this activity links to Item 1 and is ongoing, for both social care and health professionals as well as the wider community to support and increase Carer awareness. further 6 sessions planned in for this quarter. This links to item 1. and is part of the tool kit to date 6 sessions have been delivered.</p>	ongoing	Jul-22

8	Develop carers support in hospitals	7	disAbility Cornwall (hosted role) CRCC	<p>The Carers Passport and guidance for professionals has been launched, the logo on Carers emergency Cards has been incorporated in Carer identification. We have now successfully recruited 2 workers who will have a hospital focus covering UHP and RCHT. Carers passport is in place a new lead at trelliske i will have a conversation around a launch. recruitment is in process to the hospital support roles, support in the system is in place via the 3 levels of the service.</p> <p>Carers emergency and carers passport links to this, with resource and support available to carers via the passport scheme. The Dedicated role is in a recruitment phase. (I can share additional information around the requirement for recruitment if required)</p>	ongoing	in place
9	Provide clear information on the differences in provision between children's and adults services	2	DisAbility Cornwall, Barnardo's and CRCC	<p>As per previous The Website being integral to the single point of entry clearly defines the elements of the service provision with clearly defined and specific areas for young and young adult Carers adult carers and the other elements of the service available to Carers. Ongoing development around Carer engagement activities to co design and influence promotional materials and Service identity including engagement with young people around Kernow Young Carers Website as a sister Website which is dedicated to young carers.</p>	ongoing	Sep-21
10	Develop guidance for employers so they are "carer aware"	8	CRCC	<p>linked to 1. we have planned a scheduled up date to create animations and videos with loos we have commissioned our lead in this area to develop this resource Links to number 1. to be launched January 2022</p>	ongoing	Jul-22

**Level 2 - Enhanced support when you need it > To help you to be as resilient as possible > To help you achieve outcomes 8-12**

11	Establish 121 support for carers	8	Age UK, CRCC, Carers	1268 Carers have been supported through the Service during the quarter with information advice guidance and practical support. In place and going well with over 1200 individuals been supported to date through this level of support.in place with level 1 and 2 includes one to one support delivered to 554 Adult carers 377 Carers supported at level 3. a total of 2,575 unique interventions recorded at level 1 and 2.	complete	in place
12	Offer proportionate carer's assessments when appropriate, using strength based approach	11	disAbility Cornwall, CRCC	55 Statutory assessments completed 158 statutory carers assessments completed this would be an early indicator that the three levels of support is a successful model. 377 Statutory Carers needs assessments completed during quarter one with 99 Carers receiving level 3 support not requiring statutory assessment.	complete	in place
13	Offer training opportunities for carers	10	Promas	as per previous As above During quarter 1. 22 telephone training events 8 coaching and mentoring events 18 online training events and 10 face to face events have been delivered. With a planned schedule for activity in place and one social event planned.	complete	in place
14	Offer self-help and emergency funds	9	CRCC, disAbility Cornwall	All Grants remain open, including those which are outside for contract funding. 37,600.00 awarded in grants during this quarter. All grants open plus additional added value grants grants Grants open	complete	in place
<b>Level 3 - Formal Carer's Assessment and Support Plan &gt; To meet any additional needs you may have &gt; To help you achieve any outcomes that can't be met by the above offer</b>						
15	Offer carers one off Carers Personal Budget to eligible carers	4	CRCC	Average personal budget award £ 372.14 Total amount awarded £21,025.00 during the quarter a total of 56,200.00 awarded in the quarter with an average personal budget of £370.00 to individuals .a total of 44,000.00 have been awarded during the quarter one in one off personal budget outcomes. With an average award of £383.00	complete	in place

16

Create a safeguarding  
offer for carers with SAB

SAB,  
commissioners

The Theme for the SAB Conference is unpaid informal Carers we are part of  
the planning and development group and are excited to be having an active role  
on the Day. on going and continual. on going ongoing

# Partner Summary – CRCC



This quarter we have carried out an extensive recruitment exercise. Our Marketing Apprentice started work with us at the end of the quarter. We have been successful in recruiting two Carer Wellbeing Practitioners, a Social Action and Volunteer Worker and a Peer Support Worker. One Carer Wellbeing Practitioner will be working closely to develop our support offer at Derriford Hospital, with the other worker focusing on our support at RCHT. The Derriford based worker will develop the work that has taken place by our temporary worker who has been in attendance at Derriford in September. This vital piece of work enables carers to feel better supported when they, or the person they are caring for faces a hospital admission. It also supports successful discharges and prevents readmissions, which will in turn alleviate pressure on health and social care services .

Over £37,600 has been awarded to carers in this quarter through our Grants Programme. We have been successful in attracting a further £200,000 from the Household Support Fund. This Fund will soon re-open to enable us to support carers this winter who are experiencing financial hardship as a result of the cost of living crisis.

While our official contingency plan around staff absence came to an end during this period, we have continued to have some challenges around staffing levels. We have sustained absence at both front-facing and management levels due to sickness and bereavement, which has impacted on ability to deliver higher numbers of assessments.



## **Partner Summary – Age UK**

Quarterly Summary from Age UK Cornwall and IOS

July 1<sup>st</sup>2022-30 September 2022

Things that have worked well are:

Referrals to external organizations particularly Adult Social Care and Charities providing help/assistance.

Increase in work with Carers achieved and recorded accurately.

Things that could be better:

Length of waiting time between referrals made and making contact with the Carer.

Training in the use of Carers Wheel and implementation.

According to our records for the period 01.07.22-30.09.22:

The most common age of Carers we have worked with is in the 75-84 age bracket with the mean average of 81 years old.

Equally Clients we have worked with who report having a Carer the most common age bracket is 75-84 years old too.





## **Partner Summary – Continued**

The most common area the Carers live in Cornwall that we have worked with in this period of time is Central Cornwall, then East, then West.

Number of referrals in this period of time who tell us they have a Carer helping them =70. Of the clients who tell us they have a Carer 72% are female Carers and 23% of Carers are male, 5% are not recorded/prefer not to say.

We are currently working with 39 Carers who during the time period received 160 recorded contacts or actions with/for them.

Of the 143 people who have a Carer there has been a huge increase of 506 recorded contacts or actions.

19 individuals who identify as a Carer have had at least one referral in this time frame.

# Partner Summary – Disability Cornwall



## **During Q2 (July – September 2022) the Advice Line have:**

- dealt with 3104 actions for 1120 carers who contacted us via telephone, text, web chat and email.
- successfully maximized household income and secured grants to the value of £345,090.57
- attracted 272 new followers for our Facebook page, 83 for Instagram and 27 for Twitter
- sent 3000 carers our weekly roundup newsletter every Friday
- created 210 new Emergency Carers Cards
- added 510 new carers to the carers register
- Sent the carers survey to 482 carers to collate feedback on their experience with Cornwall Carers Service

## **Here are a few examples of the many thankyou's we receive:**

- Carer said she feels like a millionaire now she is receipt of benefits for her dad, and carers allowance for her, she thanked me for encouraging her to apply.
- I do not usually feel confident in speaking with people, but you have made me feel safe
- Thankyou so so much. I received the money on Saturday. I cried! You don't realise how much that will help.
- Can I thank you for all your help and please ask you to pass on our gratitude to those who made our holiday possible, our break was just perfect and exactly what I needed, we had a fabulous time with glorious weather and just to spend some quality time without worry is just so relaxing, we had two lovely meals on the evening times and with the hotel being right in the centre meant I didn't have to drive at all, we are all so very grateful, and then to top off our lovely break I came home from work to a lovely bunch of flowers with a card from the funders saying we hope you enjoyed your holiday, it was all just perfect so if you would be so kind as to pass on our sincere thanks we would appreciate it and thank you too for all your help

During Q2 (July – September 2022) the advice line:

- dealt with 3104 actions for 1121 carers who contacted us via telephone, text, web chat and email.
- successfully maximized household income and secured grants to the value of £345,090.57
- attracted 272 new followers for our Facebook page, 83 for Instagram and 27 for Twitter
- sent 3000 carers our weekly roundup newsletter every Friday
- created 210 new Emergency Carers Cards
- added 56 new carers to the carers register
- Sent the carers survey to ? carers to collate feedback on their experience with Cornwall Carers Service

Here are a few examples of the many thankyou's we receive:

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# **Partner Summary – Promas**

Please add a summary of the quarter.

Please include what has worked well, what could be better.

Please also include any areas of impact (good or bad) within your area of the service



This quarter we have had a good number of referrals for our services. However on the downside we have received many last minute cancellations resulting in lower numbers than expected. Reasons for cancellations range from no explanation to issues arising from the caring role. Covid numbers went up in the first part of the quarter and this did have an impact on carers attending face-to-face courses due to worry and anxiety for themselves and cared for. August is always a quiet month due to holidays.

We have noticed a change in regards to what carers are applying for and our more creative and physical courses are getting better attendance and interest. We are responding to this by providing more of these for next year. Our course with Leach Pottery was particularly popular and we are working with them to extend this into several sessions, this is the same for the Art course.

Our Health Lottery project is very popular with Tai Chi full and good attendance on Nordic Walking and Photography. We would like to increase availability of these next year. We have around 50 carers signed up to various monthly meet ups but attendance for this varies according to location and activity.

Improvements need to be made on the Cornwall carers website to ensure our services are advertised, easily viewed with links to applying. At the moment our services are not very visible.