



Carer Aware Newsletter

Summary

In this newsletter:

- What is Carer Aware?
- Carers Week activity at the Senedd
- Reflection on Carer Aware Training roll-out September 2021 – March 2022
- What does co-production with carers look like?
- Our plans this year – Get Involved!
- Training

What is Carer Aware?

Carer Aware



**Ymwybodol o
Ofalwyr**

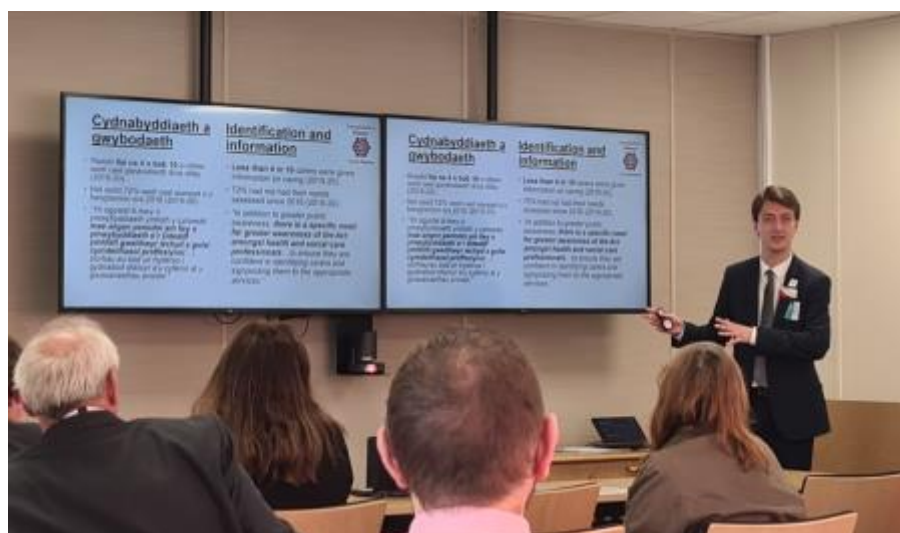
Carers Trust Wales and Carers Wales are working in partnership to deliver a Welsh Government funded project called 'Carer Aware' ([Carer Aware Project - Carers UK](#)). Together, we aim to transform the recognition, respect and support unpaid carers receive in health and social care settings.

Carers Week activity at the Senedd



To mark Carers Week (6-12 June), the Carer Aware project ran a special morning briefing for Members of the Senedd to hear about the project, the vital work of unpaid carers as part of the social care and health system and the brilliant co-operation we have had from Social Care and Health colleagues to co-produce the resources generated for the project.

We were delighted to have cross party engagement and real interest in how the project is positively influencing the lives of carers and professionals.



Reflection on Carer Aware Training roll-out September 2021 – August 2022

Carer Aware Training roll-out September 2021 – August 2022

The whole project is guided by a spirit of co-production bringing together unpaid carers, social workers and healthcare professionals to have open, honest conversations about how to improve their mutual relationships.

During year two we have been rolling-out training to social workers based on the [good practice principles](#) that were identified during the focus groups with carers and social workers in the first year. The training is endorsed by Social Care Wales and British Association of Social Workers and counts towards the 'Continuing Practice Development' of social care professionals.

In September we delivered a pilot training session with social care professionals for feedback prior to the main rollout beginning in October. From late October we delivered 9 cross-Wales online training sessions to 243 social care professionals from 19 local authority areas, demonstrating the pan-Wales breadth of the training.

The training covers basic carers awareness, a re-cap of carers rights, local authority statutory duties, and the elements that should be considered as good practice when communicating with and/or assessing carers. This training was rolled out in full from April 2022 and consists of a 90 minute online session. For more information on signing up for upcoming sessions, please see the training section of the newsletter.

There are interactive elements to the training to capture key information on barriers to the effective implementation of the Act as well as seeking to find good practice examples from how local authorities are able to meet carers needs across the 22 local authority areas in Wales.



Carer Aware digital and physical badge for those completing the training

A Carer Aware digital badge has been created for those who have attended the training. This can be displayed on emails and be used as evidence for a social workers 'Continuing Practice Development'. We also send out a physical badge to be worn when meeting with clients to show that the social care practitioner has undergone the training.

[Discover More about the project](#)

We're holding events across Wales to discuss our learning from the Carer Aware project and to continue to develop this training moving forward.

In September, we are holding events for members of the Welsh Local Government Association and the Association of Directors Of Social Services to discuss the discoveries of the project.

These events are:

- South Wales: Monday 12th Sept, 9.45-1, Future Inn, Cardiff
- North Wales: Thurs 15th Sept, 9.45-1, Venue Cymru, Llandudno
- Mid Wales: Friday 16th Sept, 9.45-1, Metropole Hotel, Llandrindod Wells

To attend these free events, please click on this link: <https://www.eventbrite.co.uk/e/carers-aware-learning-from-unpaid-carers-and-social-workers-tickets-379134149447>

In November, we are holding these events for social care professionals. These events will follow a similar formula and will give you the opportunity to add your learning and thoughts. These events will be at:

- North Wales: Tuesday 22nd November, 9.45-1, Conwy Business Centre, Llandudno Junction
- South Wales: Wednesday 23rd November, 9.45-1, Future Inn, Cardiff

To attend these free events, please click on this link: <https://www.eventbrite.co.uk/e/carers-aware-learning-from-the-project-tickets-398800592307>

What does co-production with carers look like?

What is co-production?



An approach to public services that enables those providing and those receiving services to work together in equal, reciprocal relationships. At its heart is a commitment to focus on people's lives rather than systems, to build great relationships and networks, and to enable people to create change.

One of the key goals of the Carer Aware project is to encourage the development of services via co-production with carers and communities. Some examples of past co-production projects:

- simplifying Gwynedd Council's direct payments scheme so it's flexible, personal and easily adapted as circumstances change;
- co-designing the services of Maggie's Cancer Centre Swansea involving patients, carers, architects, designers, NHS & third sector to create a service that meets the holistic needs of patients & carers;
- carers coming up with a solution to the need for support at early stages of the dementia journey with the Pembrokeshire Dementia Support Carers' Card.

Here are some examples of possible future co-production projects:

- helping carers self-identify to access support;
- starting to involve carers in developing their cared-for person's care plan;
- co-designing a support solution for carers of people with a specific condition.

See our website for more details about these past projects, plus details of the free training and support we offer those interested in the benefits of co-production for future health sector projects.

[Carer Aware Resources for Professionals | Carers Trust Wales](#)

Our plans this year – Get Involved!

For more information on any of these areas, or to share your thoughts:

dzilkha@carers.org

Hospital discharge

One of our key themes over the coming year will be good practice on working with carers in hospital discharge. We've recently held focus groups with unpaid carers and with professionals involved in hospital discharge / patient flow. If you're a professional whose job includes working on hospital discharge, we'd love to hear from you, whether that's part of future focus group discussions or just an individual conversation.

Becoming 'Carer Aware'

Our free training for healthcare professionals takes place every month. Please join us for one of these sessions, and encourage colleagues to join, so our health services become increasingly 'Carer Aware'. These are participative sessions that contribute to your CPD hours, and the issues raised by professionals inform our wider work.

Carer videos

Professionals have told us that short videos featuring carers talking about their experiences are a helpful and accessible way to support learning for staff with very limited time. The first videos are available now on our YouTube channel. Overall we're likely to have a mixture: some that feature just one carer talking in detail about their experience, some that feature multiple carers talking about a specific topic. We'd love to hear your feedback about them and also your ideas about what further topics would be helpful for you or your teams.

Co-production of services with carers

This work is to continue through this year, but focusing on three main themes: Memory Assessment, CROMS (Carer Reported Outcome Measures), Hospital Discharge. If your work involves any of these areas and you'd like to know more about what we're doing, or have expertise you'd be willing to share, please get in touch.



Training

Upcoming training sessions

As we move into the 2022-2023 training phase, we have arranged a range of different course dates that individual social care professionals can attend. We have also tweaked the training course in response to feedback received during last year's training roll out.

So far, we have delivered training to 243 social workers from 19 different local authorities and would love to see as many of you as possible to join us.

This year's training schedule has been set until March 2023 so Social Care Professionals can register for the training by following the attached links:

English language training sessions - <https://www.eventbrite.co.uk/e/carer-aware-training-for-social-workers-tickets-239059723067>

Welsh language training sessions - <https://www.eventbrite.co.uk/e/hyfforddiant-ymwybodol-o-ofalwyr-ar-gyfer-gweithwyr-cymdeithaso-tickets-205583424557>

Training for healthcare professionals

We've held four of these 1 hour online workshops so far, with some very helpful feedback from attendees. The training covers identification of unpaid carers, carers' rights, carers experiences of health and social care services, plus tips and sources of information for health staff.

Feedback from participants is that it improves their knowledge and confidence in being able to work with carers – both to support the carers themselves and in how it assists staff in providing care to the patients. Some participants also felt reassured that they don't need to know all the answers: sometimes carers greatly appreciate just an acknowledgement of their role; other times, signposting to carer support services has been very helpful (the training provides tips on where to signpost to even if you don't know what local services there are).

The training includes short videos of carers talking about their lives and their interactions with services, and we also share comments we've heard from carers directly.

We're running free online sessions every month over the next year, or, you can request a free bespoke session for your organisation at a time that suits you.

New training for carers

Carer Training on how to get the best out of an assessment

As part of the Carer Aware project, this year we will be rolling training sessions out to carers, based on the good practice principles on how they can work with social workers to get the best out of the assessment process.

We will be covering

- Carer legal rights contained in the Social Services and Well-being Wales Act
- What carers should do in preparation for an assessment
- How they can communicate better to get the best out of the conversation and assessment process
- Hints and tips on processes involved in hospital discharge, transition from children to adult services and preparing for end of life care.

If you know any carers who you think would benefit from this training you can direct them to sign up by following the link here – <https://www.eventbrite.co.uk/e/how-to-get-the-best-out-of-your-carers-needs-assessment-and-social-worker-tickets-338124097277>

If you have any feedback, comments or questions on the Carer Aware project or this newsletter, please let us know by contacting careraware@carerswales.org