

CORNWALL CARERS SERVICE

Support For Those Who Care

Carers Partnership
Board Report
19.10.23





SUMMARY

During the quarter one yr 3 the Service has continued to work very hard to meet our partnership goal and aim to create better outcomes for un paid carers in Cornwall

we have been working hard on resolving the back log of carers assessments.

We continue to support Carers with managing well through the financial crisis and managing financial hardship with a total of 56K being paid to Carers in support



INFOGRAPHIC

HOW MUCH HAVE WE DONE - QUARTER 4 FIGURES

1

999

Carers Accessing Level One Support

2

579

Carers Accessing Level Two Support

3

158

Carers Accessing Level Three Support



1167

Carers Accessing Service



861

Carers Joining Carers Register



161

Carers Accessing Emergency Carers Card



56,980.00
Value of Carers Grants Paid



9

Carers Prevented from Crisis



0

YC Attending Residentials



2

YAC Accessing Service



33

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

We have been working really hard toward completing
the Carers needs assessment backlog

We have supported 16 workshops highlighting Carers
support and encouraging carer identification and best
practice.



Contractual
requirement

Outcomes
supported

Activity & Action

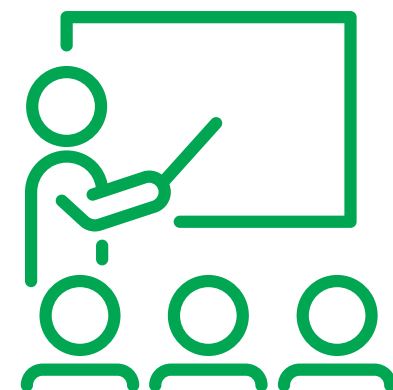
Level 1

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

Supporting Outcome 3

Activity and Action

During this quarter we have been working with partners to develop the working carers passport this is a way for Working Carers to communicate and discuss their needs with their employer before it gets to a point of crisis



Contractual
requirement

Outcomes
supported

Activity & Action

Level 1

Develop Carers emergency card/Carers passport

Supporting Outcome 9

Activity 161 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

999 accessing level one and
4.5K 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

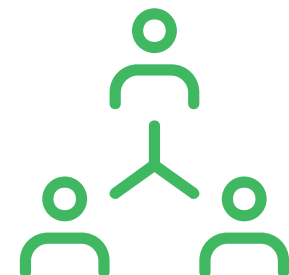
Activity & Action

Level 1

Support and establish peer support groups

Supporting Outcome 5

The service has supported 6 Carers peer support groups and 1 memory café plus we have supported 43 Memory Cafes with equipment to improve wellbeing



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 16 workshops
completed



Contractual
requirement

Outcomes
supported

Activity & Action

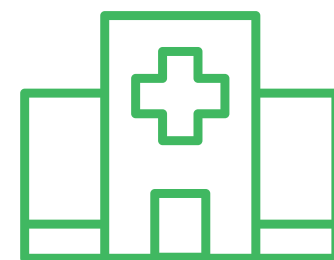
Level 1

Develop carers support in hospitals

Supporting Outcome 7

We continue to develop networks and
promote carer wellbeing.

With specific focus on Dementia training
days and Carers Corner,
Derriford are embarking on awareness
building within UHP



Contractual
requirement

Outcomes
supported

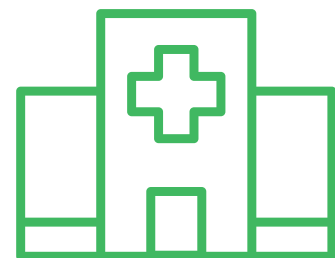
Activity & Action

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

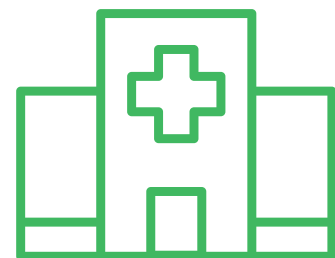
Level 1

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 on our website.

We have opened a conversation with Cornwall council to further develop their flexible working policy to incorporate a carers passport.



Contractual
requirement

Outcomes
supported

Activity & Action

Level 2

Establish one to one support for carers

Supporting Outcome 8

The service has completed 988 interventions across the partnership with Carers in level 1 and 2 of the service.



Contractual
requirement

Outcomes
supported

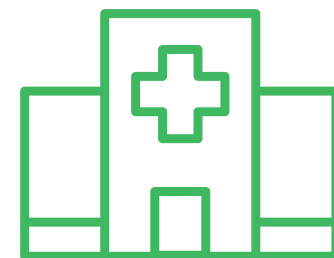
Activity & Action

Level 2

offer proportionate carers assessments when appropriate using a strengths based approach

Supporting Outcome 11

The service has completed 74 Assessments



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)



Contractual
requirement

Outcomes
supported

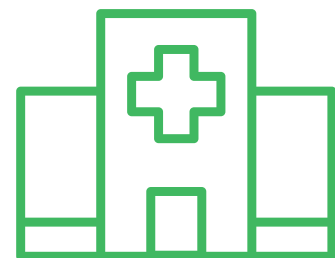
Activity & Action

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 56,000 being awarded to Carers in need



Contractual requirement

Outcomes supported

Activity & Action

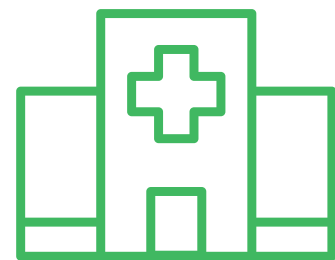
Level 3

offer carers one off personal budget to eligible carers

Supporting Outcome 9

£19,303.00 being the amount paid to carers

which is an average award of 379.00



Contractual
requirement

Outcomes
supported

Activity & Action

Level 3

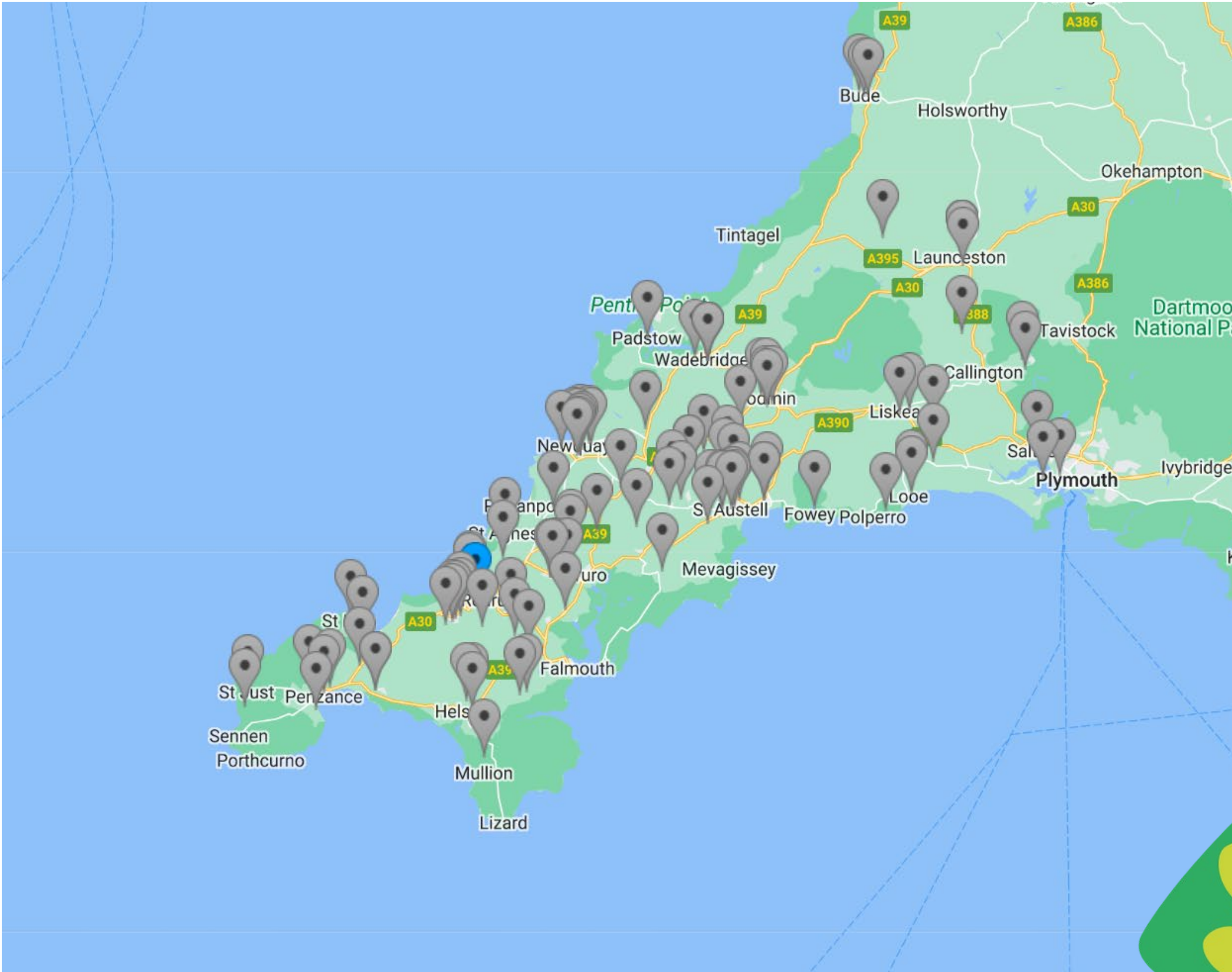
create a safeguarding offer for carers with SAB

Supporting Outcome

We are working with SAB to create a training resource for SG thresholds and a training resource for emergency professionals



Geographical Spread of Carers Accessing Service



HOW TO CONTACT US



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