



# CORNWALL CARERS SERVICE

Support For Those Who Care

Carers Partnership  
board Report  
18.07.2024







# SUMMARY

During the quarter we are delighted to include a further round of Household Support funding to assist carers who may be struggling with the cost of living.

We have enjoyed a fabulous carers week with an unprecedented number of activities to support wellbeing. Cornwall Council were able to join us and contribute to all of the activity.

We have focused on engagement with employers during this quarter to raise the profile of carers and engaged with employers to give better flexibility and support to their employees with a caring role





# HOW MUCH HAVE WE DONE - QUARTER 4 FIGURES

1

726

Carers Accessing Level One Support

2. 231

Carers Accessing Level Two Support

3

95

Carers Accessing Level Three Support



1272

Carers Accessing Service



1034

Carers Joining Carers Register



Carers Accessing Emergency Carers Card



44,214.65  
Value of Carers Grants Paid



39

Carers Prevented from Crisis



YC Attending Residentials



31

YAC Accessing Service



8

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 HIGHLIGHTS

This quarter we have celebrated Carers week

We provided a selection of activities during this week including :

- Glass making at Mullion
- A trip to Geevor Tin Mine

We supplied a variety of vouchers for

- Spa days
- Golf
- Bodmin and Wenford Railway
- St Austell Brewery meal vouchers

The week concluded with an information Day in Truro Cathedral with a variety of presentations from Adult social Care, Safeguarding Adults Board, Virtual Wards, Community Foundation Trust, Exeter University research team, Lived Experience expert. Singing for the brain with Alzheimer's

In the afternoon we had various Wellbeing activities for people to enjoy.:

- Singing for the Brain
- Chair yoga
- Hand massage
- Arts Well
- Clay modeling
- Art work
- A wellbeing take away bag and gift for each carer



Contractual  
requirement

Outcomes  
supported

Activity & Action

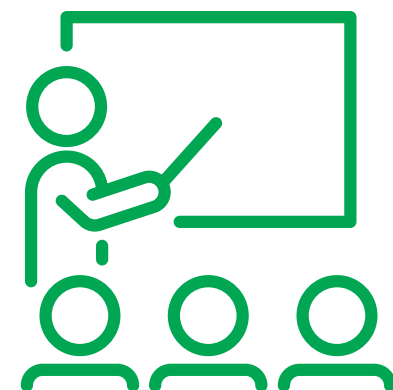
## Level 1

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

### Supporting Outcome 3

#### Activity and Action

We are creating a new and updated package and  
training guideline for our partners in health and  
social care with a further 16 sessions planned  
during the next quarter



Contractual  
requirement

Outcomes  
supported

Activity & Action

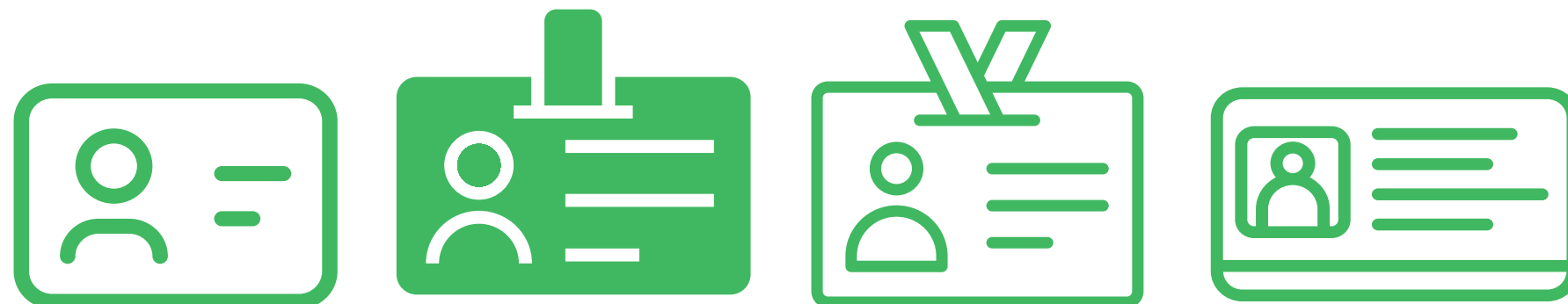
## Level 1

Develop Carers emergency card/ carers passport

### Supporting Outcome 9

#### Activity completed

This is a continuous piece of work where every carer coming through the front door of the service has the 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

726 Accessing to level one and 6.7K 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

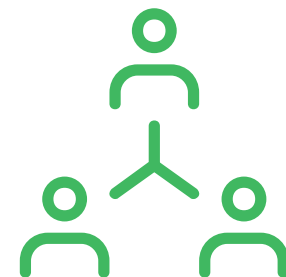
## Level 1

Support and establish peer support groups

### Supporting Outcome 5

The service has supported 6 carers peer support groups and 11 memory cafés

We look forward to the next 12 months and seeing peer support group resource grow and develop. We are looking to develop and introduce an online peer support space.





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. We have delivered 3 sessions during this quarter with a focus on working carers



Contractual  
requirement

Outcomes  
supported

Activity & Action

## Level 1

Develop carers support in hospitals

### Supporting Outcome 7

We have now recruited two carer wellbeing practitioners, who will have a hospital focus working with the UHP team and across Cornwall's hospitals. As a collaboration across health, social care and the voluntary sector we are looking to further develop contact with carers at an increased number of 'carers corners' happening across Cornwall's hospitals.





Contractual  
requirement

Outcomes  
supported

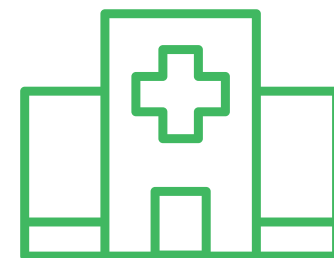
Activity & Action

## 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

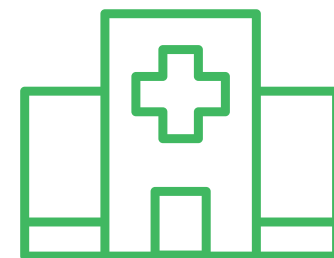
Activity & Action

## Level 1

Develop Guidance for employers so they are carer aware.

### Supporting Outcome 8

Our website, has a dedicated area for employers with access to a template for a flexible working policy and carers passport for working carers . We have also added a package of training so that employers can be informed, aware and up to date with changes and developments in legislation around carers rights





Contractual  
requirement

Outcomes  
supported

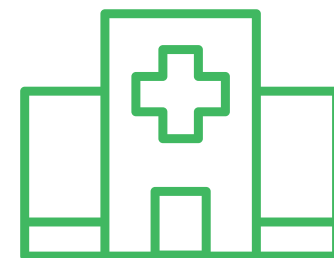
Activity & Action

## Level 2

Establish one to one support for carers

## Supporting Outcome 8

The service has completed 957 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  
101 carers needs assessments





Contractual  
requirement

Outcomes  
supported

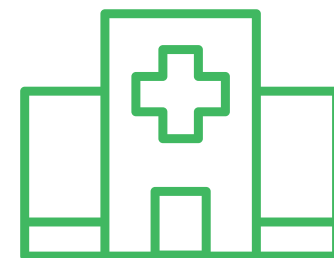
Activity & Action

## 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

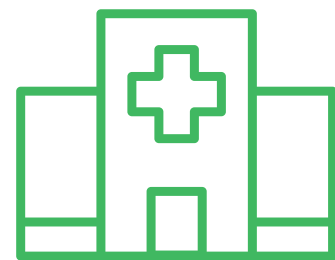
Activity & Action

## Level 2

offer self help and emergency funds

## Supporting Outcome 9

**The service maintains its grants offer supplemented by the household support fund and a range of other wellbeing grants, with a total of £81,848.97 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

**£39,450 being the amount paid to carers  
which is an average award of £394**



Contractual  
requirement

Outcomes  
supported

Activity & Action

## Level 3

create a safeguarding offer for carers with SAB

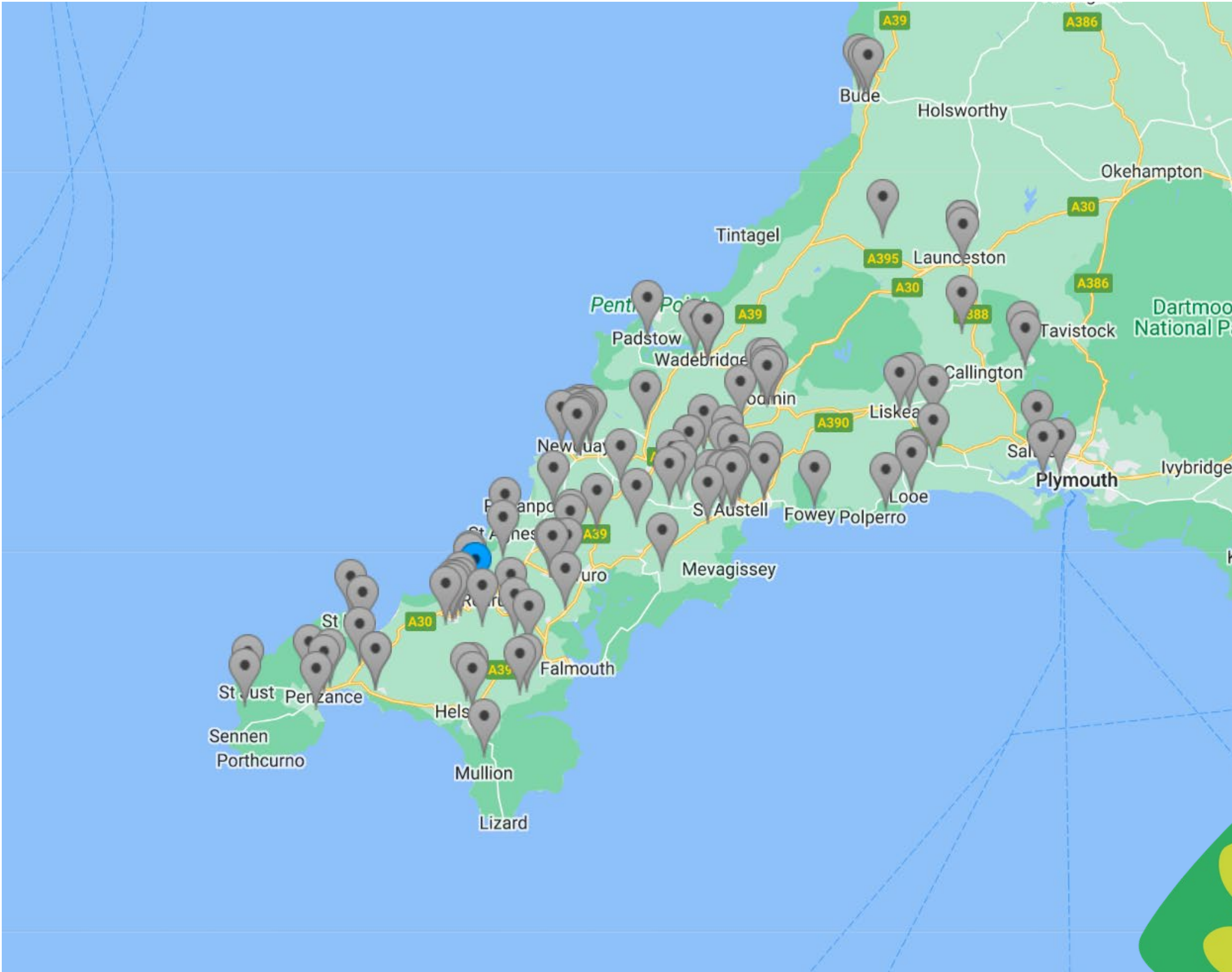
### Supporting Outcome

**We are working with SAB looking to develop the activity and interactions for the safeguarding conference happening later this year. We are contributing to the development of a revised poster and leaflet called ‘What do I do if I have an adult safeguarding concern?’ so that people can feel really safe in our communities.**





# Geographical Spread of Carers Accessing Service



# HOW TO CONTACT US



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