



# Carer Aware Newsletter

## Summary

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# Carer Aware



# Ymwybodol o Ofalwyr

We'd like to say a huge thank you to the carers and professionals who contributed to our online review on Tuesday 24th January which covered:

- looking at the progress of the project over the first three years;
- considering how we achieve our goals over the next two years;
- asking attendees how they could support the project.

We gained valuable insights and have specific actions to take forward from the review. Topics discussed included:

- training needed for staff in all public facing roles;
- sector organisations need to show good practice as service providers, but also as employers;
- usefulness of the 'league table' between local authorities to encourage attendance at training;

- increasing the involvement of carers in delivering training;
- people not identifying as carers, noted especially for carers from Black and minority ethnic communities;
- the challenges of staff shortages in the health & social care sectors;
- ensuring advocacy at critical points in the system such as hospital discharge planning;
- the need to promote the Carer Aware brand and ensure wider awareness of the excellent resources that already exist.

We're also seeking some additional Advisory Board members, both carers and professionals who can provide valuable insight and direction to us or open doors in the health and social care sectors. The board meets four times per year. Please get in touch if you are interested or would like to know more: [dzilkha@carers.org](mailto:dzilkha@carers.org)

## Updated Welsh Government guidance: hospital discharge and optimal patient flow



The Welsh Government has recently published updated guidance on [D2RA](#) and [SAFER, Red to Green](#), which will be of interest to health and social care professionals supporting unpaid carers and supporting people who are being discharged from hospital.

These guidance documents form part of the [Six goals for urgent and emergency care](#), under Goal 5 'Optimal hospital care and discharge practice from the point of admission'.

Well documented pressures on the health and care service through the Covid-19 pandemic and the unprecedented Winter and workforce pressures over the past weeks have seen unpaid carers face additional challenges and demands with regards the care needs of their family and friends.

As hospitals are encouraged to discharge people as soon as they are medically fit, and in a context of limited social care package availability, it is vital that health and social care professionals are carer aware as they support people discharged from hospital.

## Carer Aware Training for Health Care Professionals

Our training for health professionals continues but with an important addition to the team and a slight shift in focus.

- We'd like to extend a very warm welcome to Isabella who joins as our first paid Carer Co-Trainer, who now co-delivers training sessions with us (as long as other commitments allow). We were keen to shift from a carer's personal story being a small part of a session, to a carer having an equal role in co-delivering the whole session as a professional trainer. Feedback from participants has been excellent, and we plan to recruit further Carer Co-Trainers this year. Please get in touch if you are or know someone who may be interested (we're aiming for as diverse a team as possible including at least one Welsh speaker).
- The widely reported pressures on health services have made it difficult for staff to attend sessions, so our emphasis has shifted to people in health sector training, where we're able to talk to large groups at the same time, typically between 20-50 students. Universities have been receptive and supportive, and the interest and empathy shown by students in the classes has been fantastic. This aims to increase awareness among the future workforce, however it also has a direct impact on services now since students in clinical training are working in clinical environments within a few weeks of starting their courses.
- If you would like to arrange a free Carer Awareness session for your staff, or students, please contact [dzilkha@carers.org](mailto:dzilkha@carers.org)

## Carer Aware training for social workers

All of our online Carer Aware training sessions for social workers in 2023/24 are now live. Sign up to our regular training at <https://www.eventbrite.co.uk/e/carers-aware-training-for-social-workers-2324-tickets-520281003487>. All sessions are open to social workers from any local authority in Wales.

We have been delivering online training for some time, but we are now taking expressions of interest from local authorities if they would like us to deliver an in-person training session or two. Several local authorities have already approached us, so let us know if this is something you are interested in contact [Jake.Smith@carerswales.org](mailto:Jake.Smith@carerswales.org)

## Influencing on the behalf of the project

In November we ran events with Social Work Managers/Officers on the findings so far from the Carer Aware project in North and South Wales.

The Institute of Welsh Affairs (IWA), a Welsh think tank, published an article we wrote about the Carer Aware project and the importance of social workers to carers seeking to access support in the context of the social care crisis. <https://www.iwa.wales/agenda/2022/11/bringing-unpaid-carers-and-social-workers-together-to-innovate-social-care/>

In September we attended the ADSS Cymru (Association of Directors of Social Services) conference to promote the Carer Aware project directly to senior leaders in social services, local authority councillors and other third sector organisations. In November we also exhibited at the NHS Confederation Wales conference where we were able to make connections with NHS leaders and discuss the findings of the project with attendees.

## Co-production Toolkit

A key theme of the Carer Aware project is to encourage a co-productive approach to developing services, with organisations working hand in hand with carers. Co-production is a term that's become somewhat over-used and often incorrectly used. If you want to find out more about what it is please the website of the Co-Production Network of Wales who work with us on this aspect of the project:

[Co-production Network for Wales \(copronet.wales\)](https://copronet.wales)

If you'd like to see some examples of what co-production with carers looks like, see our short explanatory document:

[carer-aware-co-production-case-studies-eng.pptx \(live.com\)](https://www.live.com/carer-aware-co-production-case-studies-eng.pptx)

A more detailed and comprehensive toolkit is in production now, with an expected publication date of March 2023.

If you'd like to find out more about this aspect of the Carer Aware project, please contact [dzilkha@carers.org](mailto:dzilkha@carers.org)

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](mailto:careraware@carerswales.org)