

Identifying carers

The Carers Wellbeing Service will act as the single point of access for carers across Bridgend – providing a common brand, clear identity and consistent approach to identifying carers. This single point of access will be via phone, website, mobile app, text and email. The service will be the main referral point for carers across the area, including receiving referrals from:

- Self-referrals
- BCBC's Common-Access-Point, First-Contact-Team
- Bridgend Carers Centre
- Council's Multi-Disciplinary Teams
- Professionals
- Third Sector Organisations and others

The service will be provided on an outreach basis, in locations across the whole of Bridgend.

Carer Friendly Communities

We will be implementing the Carers Trust South East Wales Carer Friendly Communities' accreditation scheme across Bridgend. This awards scheme is aimed at supporting other organisations, such as GP's, hospitals, leisure centres, social work teams, third sector organisations and employers to better understand, inform, identify, listen to and support carers.

The accreditation will give each setting exemplar tools developed by carers, exemplar policies plus a dedicated toolkit to move through the accreditation. Once each setting is ready, they submit a short portfolio to the expert panel who determine if the setting is 'carer friendly'. The setting then receives their award and a plaque to inform carers that they are there to support them.

Consulting with carers

Carers voice will be at the centre of the new service and we will ensure all carers services are shaped by the carers voice. We will establish an expert panel of carers across Bridgend. This expert panel will consist of carers who can challenge, inform and help shape this and other services in the area.

We will be looking to revamp the current carers' forum to revitalise the voice of carers across Bridgend and ensure this information can be fed into future strategic and operational planning across Bridgend.

Carers ID Card

We will be managing the current emergency card that carers have, and we will be looking to consult with carers about if and how this can be improved.

Group Support

Where we have identified carers in need of group support, we will firstly establish what type of support is already available in the community. If there is a gap in provision, we would look to provide time limited intervention for group support activities, based on the needs of carers and also seek support from partners to do so.

Learning Opportunities

We will map existing training and learning opportunities for carers, to support them in their caring role, but also to prepare them for once their caring role ends. If there is a gap in provision we will look to provide these opportunities through engaging with partners or provide the learning opportunities directly.

What support is available?

Once a carer is known to the service, either directly or via referral, we will undertake a wellbeing assessment with the carer. This will be a conversation with the carer to assess their needs and concerns and help us inform the support package that matters to them.

Depending upon the carers' needs and wishes, we will provide a level of response that is proportionate and relevant. This could include (but is not limited to):

- Carers Assessment
- Managing the caring role
- Maintaining wellbeing
- Financial welfare
- Rights and entitlements
- Direct payments
- Short breaks, planned and emergency care
- Employment opportunities
- Education and training
- Enjoying a life outside of caring
- Housing
- Legal matters
- Moving on from the caring role
- Signposting to support services such as:
 - Self-help online services
 - Local specialist services (CAB, legal advice etc.)
 - Condition specific services
 - Community based support services
 - Support groups
- Undertaking 121 support with the carer, putting in place an outcome focused support plan that helps and supports them in their caring role
- Undertaking what is currently called a proportionate assessment, to enable us to gain greater support when needed

Working with others

We know that we cannot do this alone. Bridgend has a higher proportion of carers than the national average, and we want every organisation to be involved in supporting carers. We have already started building links with Bridgend Carers Centre and we have agreed on how we can start to jointly work on initiatives to ensure we don't duplicate each other's work. For example, how our carer friendly accreditation can be supported by their GP link workers.

We are very keen to work with anyone who has an interest in carers and through our carer friendly communities programme we want to ensure that we increase our work with new groups of people.