

Appendix 1

I recommend that, within 6 months of the date of the final report, the Investigated Authorities, where indicated, implement the following recommendations:

Applicable to Recommendation	
<p>a) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council</p>	<p>Amend the carers' needs assessment forms to:</p> <ul style="list-style-type: none"> i. Include whether the cared for person has been involved/ consulted and, if not, why not. ii. Explicitly address and record the question of the extent to which the carer is able and willing to provide care. iii. Explicitly address and record the questions of whether the carer works, or wishes to work and whether they are participating, or wish to participate, in education, training or leisure activities, unless these considerations are not relevant, in which case the reason for this should be recorded. iv. Include whether the carer has been offered a copy of their assessment and the response recorded (excluding young carer assessment forms at Flintshire County Council). v. Include whether carers are satisfied with the assessment process and the outcomes identified to meet their needs and whether they are satisfied that the identified outcomes, at that point, will fully meet their needs, allowing their views, and any disagreement, or areas of unmet need, to be recorded.
<p>b) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council</p>	<p>Ensure it has a carer's needs assessment factsheet that includes the process of assessment, the role of commissioned service providers (where applicable), what carers may expect from the assessment and real-life examples of how carers have been supported, following an assessment . The factsheet should also be available in Easy Read format (a picture-based system to assist comprehension by those with learning difficulties), in Welsh and in other languages.</p>
<p>c) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council</p>	<p>Ensure it has a letter template to include when sharing the completed assessment with the carer, which includes an outline of the outcomes of the assessment and an explanation of what the review arrangements are (or are not) and how carers can make contact</p>

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	to request a review or a re-assessment.
d) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council	Provide training to IAA / Social Work staff (with the exception of IAA staff in Ceredigion) to refresh knowledge of carers' rights, reinforce the role they play in identifying and promoting carers' rights, outline the process and the role of commissioned service providers (where appropriate) and to outline the types of support, including Direct Payments, that may be available to carers.
e) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council	Provide awareness training to wider council staff who, through the nature of their roles, come into contact with carers, to reinforce the role that other council departments play in the identification of carers.
f) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council	Review and prepare an action plan for improving the recording of equality information relating to carers. For Flintshire County Council, this relates only to the recording of equality data for carers who have had their needs assessed (which was requested by the investigation but not provided).
g) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council Neath Port Talbot Council	Confirm and share a plan for improving collaborative working with health services, including GPs, hospitals and pharmacies.
h) Caerphilly County Borough Council Ceredigion County Council Flintshire County Council	Review and implement a method of revisiting the use of Direct Payments for individual carers, to ensure that they meet the needs of the carer, including a process to allow for the consideration of an alternative provision of respite where they are no longer appropriate.
i) Ceredigion County Council Neath Port Talbot Council Improve the recording of young	In relation to young carers, amend the assessment forms to allow the exploring and recording of the outcomes that the person(s) with parental responsibility for that

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<p>carers' needs assessments. j) Caerphilly County Borough Council Ceredigion County Council Neath Port Talbot Council</p>	<p>child wish(es) to achieve for them.</p>
<p>k) Caerphilly County Borough Council Ceredigion County Council Neath Port Talbot Council</p>	<p>Design and implement a process for auditing completed carers' needs assessments for both adults and young carers, including when carers' needs are incorporated into Integrated Assessments</p>