

**Ombudsman Own Initiative Investigation – Carers Assessments Recommendations Action plan**

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

	Recommendation applicable to CCBC	Action required	By whom	Progress in 30 days 28 <sup>th</sup> November 2024	Progress in 3 months 31 <sup>st</sup> January 2025	Progress in 6 months
a	Amend the carers' needs assessment forms to: 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.	Review current paperwork	Carers coordinator / connecting care team	Welsh government's unpaid carers data and performance review group has superseded this recommendation  Invite received for WG "unpaid carers data and performance review group" and officers nominated.	CCBC are participating in the WG "unpaid carers data and performance review group" As a result a regional carers assessment is being devised to incorporate the WG recommendations and the own initiative recommendations	

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	<p>iv. Include whether the carer has been offered a copy of their assessment and the response recorded</p> <p>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>				Work is on going on regional basis	
b)	<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>Currently have this information available as a document on intranet and is provided in every newsletter.</p> <p>To review content to ensure it meets the requirements outlined by the ombudsman</p> <p>Update accordingly</p>	Carers coordinator / connecting care team	As recommendation A	As recommendation A	

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c)	Ensure it has a letter template to include when sharing the completed assessment with the carer, which includes an outline the outcomes of the assessment and an explanation of what the review arrangements are (or are not) and how carers can make contact to request a review or a re-assessment.	To review the current correspondence being sent to carers outlining assessment outcomes, review arrangements and re-assessment details	Carers Coordinator / service manager	Linked with actions to recommendation A	Linked with actions to recommendation A	
d)	Provide training to IAA / Social Work staff, 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	Review current training in place for staff groups  Review formats and information carers rights information is available to staff	WFD / Service manager	Training opportunities emailed to all staff by WFD	Carers wales e learning is being rolled out across social care  Dedicated training courses have been facilitated  Plan to use carers rights day to do borough wide promotion  Use Adult services	

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					practitioners webinars to facilitate carers rights awareness session	
e)	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.	Review current training in place for staff groups  Review formats and information carers rights information is available to staff	WFD / Service manager		As recommendati on d	
f)	Review and prepare an action plan for improving the recording of equality information relating to carers.	Review current equalities data collated  Manner in which this is recorded  Plan for improving linked to new connecting care database	IAA / Carers team / connecting care team	Linked with actions to recommendati on A	Linked to actions for recommendati ons A	

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g)	Confirm and share a plan for improving collaborative working with health services, including GPs, hospitals and pharmacies.	Review current RPB plans and operation plans to identify these considerations have been included	Service manager	<p>The gwent RPB have an existing strategic and operational plan.</p> <p>RIF monies is being used across region for hospital discharge themed projects. Including raising awareness and relationships with key health partners regionally and our carers team</p>	Implement in-reach hospital pilot scheme funded by RIF for awareness raising of carers agenda and increasing number of assessments in hospital settings,	
h)	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	Review current application of DP to ensure current policies which address alternative consideration are being applied by SW staff	DP lead / DP senior / service manager / regional DP		Regional lead had produced a suite of documents to address this,	All documents have now been signed off and are

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	provision of respite where they are no longer appropriate.	Review SW knowledge of eligibility and use of DP	project worker		Some have been implemented, others are still under review.	in use by practitioners
j)	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 child wish(es) to achieve for them.	To review current document	Carers coordinator / families first rep / service manager	See actions for recommendation A	See actions for recommendation A	
k)	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.	Review current QA processes for carers assessments  Review IA and CONNECTING CARE to identify how to record if carers assessment is incorporated into IA  To incorporate into new connecting care database	Service manager / connecting care team / carers coordinator / ACM rep	See actions for recommendation A	See actions for recommendation A	