



# Age Alliance Wales E-Bulletin

*working together to support older people in Wales.  
cydweithio i gefnogi pobl hŷn yng Nghymru.*

**21st Edition: June 2017**

## Age Alliance Wales News

On Tuesday 6th June Age Alliance Wales held their Annual Conference. This years conference was titled 'One year on: How the Social Services and Well-being (Wales) Act 2014 is impacting on the lives of older people and the role of the third sector.' More information on the event can be found on page 3.

In May Age Alliance Wales launched their 'React to the Act' survey. This aimed to encourage older people and their families or carers to have a say on their experiences of the Social Services and Well-being Act one year after it's introduction.

Age Alliance Wales recently met with Dr Andrew Goodall, Chief Executive of NHS Wales to continue discussions around the strategic relationship of national third sector organisations with health.

## Diary Dates

**Wednesday 27th September 2017 - CEO Summit, Age Cymru Office 10.00am - 1.00pm**

**Wednesday 4th October 2017 - Oriel Coffee Morning, Senedd, 10.00am - 1.00pm**

## This Edition:

**React to the Act Survey**

**Age Alliance Wales Annual Conference**

**Welsh Institute for Health and Social Care Think Piece**

**Care & Repair Attic Project**

**Care & Repair Statistics on helping older people**

**Carers Wales National Carers Week**

**British Lung Foundation Helping You Help Yourself**

**Action on Hearing Loss Volunteers Week**

# React to the Act Survey



## **How the Social Service and Well-being (Wales) Act 2014 is impacting on the lives of older people.**

In May 2017 Age Alliance Wales launched their React to the Act surveys. The purpose of these was to hear how one year after the introduction of the Social Services and Well-being (Wales) Act the changes to care and support are impacting on the lives of older people.

The introduction of the Act saw changes in care and support in Wales and Age Alliance Wales wants to hear more about how these changes have affected the lives of older people. The changes in the Act mean that when accessing support services older people should have been asked what matters and have a strong voice in deciding what they need to achieve well-being. Assessments should have looked at what individuals can do for themselves and what they can do with the help of friends, family or community, with care arrangements made to support what they can not do. Older people should find it easy to access information and advice and be offered support or someone to speak on their behalf if needed. There should also be more services available for help when needed so problems don't get worse.

With the support of Age Alliance Wales members and other contacts we published and promoted the survey online inviting responses directly from older people, their family or carers. Additionally we promoted a separate survey for staff working directly with older people to capture their experiences and opinions.

To date we have had responses from over 100 older people and their families or carers and the survey will remain open at this current time.

Capturing the experiences of older people following the introduction of the Social Services and Well-being Act is hugely important to the ongoing work of Age Alliance Wales and we would welcome your continued support in promoting the survey with older people and with staff working with older people.

You can raise awareness by sharing the links below:

[Older People React to the Act](#)

[Staff React to the Act](#)

Or you can visit [www.agealliancewales.org.uk](http://www.agealliancewales.org.uk) to download the survey.

## Age Alliance Wales Annual Conference 2017



### **One year on: How the Social Service and Well-being (Wales) Act 2014 is impacting on the lives of older people and the role of the third sector.**

Age Alliance Wales held their Annual Conference on Tuesday 6th June. This year the focus of the conference was exploring the impact of the Social Services and Well-being Act on the lives of older people and also the wider implications of the Act on the role of the third sector.

With attendance from Age Alliance Wales members and staff from local authorities, including social services and commissioning as well as guests from the third sector and Welsh Government, the morning saw presentations from Age Alliance Wales, Welsh Government, Wales Audit Office and the Institute of Public Care.



Chair of Age Alliance Wales, Ceri Jackson (Director of RNIB Cymru) opened the conference by acknowledging the unintended consequences of the commissioning process on services for older people and on the third sector. She also highlighted concerns around older people accessing the social care system and ensuring they are receiving the right support and care. Age Alliance Wales presented interim findings from their 'React to the Act' survey. Based on early information the survey highlights areas that are working following the Act's introduction, such as the 'what matters' conversations and people feeling able to express wishes and feelings. It also shows a concerning number of older people feeling unable able to have a say in the services they receive and in the design and delivery of services, indicating a need to address the co-production agenda of the Act.

Chris Stevens, Head of the Integration and Partnership Team from Welsh Government responsible for Regional Partnership Boards and ICF acknowledged the size of the Act and the changes made to the way support and care is being delivered across the board. He focused on discussing the development of Regional Partnership Boards and on how they will be the drivers for integration and will respond to Population Needs Assessments which will be used as the evidence base for area plans.

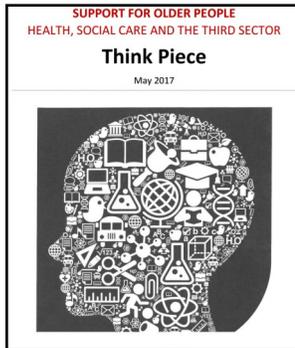
Nick Selwyn, Local Government Manager from the Wales Audit Office, discussed two of their recent reports. The first explored the independence of older people and showed that all local authorities are looking to help maintain older people's independence, most often via social care provision. The second report looked at local authority funding of the third sector. This report evidenced a general decrease in grant funding for the third sector and an increase in contracts, the impact being less money for organisational costs. He raised that local authorities value the role of the third sector but that changes in funding mechanisms excluded the sector and partnerships are currently not working due to less collaboration and more competition.

Keith Moultrie, Director at Institute of Public Care, discussed the high level of the Act and the tone that it sets with implications to health alongside social care. The Act directs a huge culture shift from 'what I am entitled to', to 'what matters'. This has implications on how organisations engage with older people and how older people engage with services. He raised the positive aspects of the Act in Wales being the level of commitment, the assumption that the Act is a good thing, the resources to support change, and the small size of the country allowing for a relative consensus.



The conference ended with group discussions looking at what is working, what needs developing and ways forward. The findings of which will be included in a conference report which will be published on the Age Alliance Wales website.

# Welsh Institute for Health and Social Care



## Support for Older People: Health, Social Care and the Third Sector

A Think Piece report was published on the 26th May reflecting the role of the third sector in supporting older people's health and care needs, and how relationships within and without the sector need to develop in order to meet the rising challenge of ageing.

Age Alliance Wales are working in partnership with WCVA and Welsh Institute for Health and Social Care who have compiled the Think Piece document from a series of interesting and thought-provoking essays by leaders within the sector. The Think Piece is published ahead a series of 'roundtable' discussions to be held over the summer months, and will be followed by a report in the Autumn.

Contents of the Think Piece includes;

**Foreword**, Mark Llewellyn, Welsh Institute for Health and Social Care, University of South Wales

**Introduction** Ruth Marks, WCVA and Ceri Jackson, Age Alliance Wales

**Thinking About Home Care – A Systems Thinking Alternative** Mandy Tilston-Viney and Adrian Roper, Cartrefi Cymru Co-Operative

**Different Strands** Jeff Collins

**Seeking The How** Richard Williams, Action on Hearing Loss

**Throwing The Baby Out With The Bathwater?** Jeff Hawkins, Age Connects Cardiff and the Vale

**The Other Ninety Percent Of The Iceberg** Powys Association of Voluntary Organisations (PAVO) with input from Pembrokeshire Association of Voluntary Services (PAVS)

**Role Of The Third Sector In Shaping The Future: Who Should It Seek To Influence and How?** Chris Jones, Care and Repair Cymru

**Public And Third Sectors Challenges Around Commissioning And Procurement** Chris Hopkins, British Red Cross

**How Does The Third Sector Ensure The Voice Of Older People (Including those who volunteer in the sector) Is Heard In And Can Inform And Influence Debate? Thoughts From The Disabled People's Movement** Rhian Davies, Disability Wales

**What Type Of Future For The Third Sector In Wales?** Ian Thomas, Age Cymru

[Download the Think Piece](#)

# Helping older people to declutter



Care & Repair Cymru

**Care & Repair Cymru has been awarded 3 year funding from the Big Lottery People and Places to pilot a new service for older people that will help them to de-clutter and make space in their homes.**

The Attic Project will cover Cardiff, the Vale of Glamorgan and Newport and is aimed at people over 50 who are either moving to smaller accommodation or struggling to manage at home because there is too much “stuff” filling cupboards, rooms, sheds or attics.

Chris Jones, Chief Executive of Care & Repair Cymru said: “We are delighted to have received this funding to pilot a service we know is really needed. Throughout our lives we all accumulate “stuff” and as we grow older just the thought of what to do with it, or how to dispose of it, can be daunting. With over 30 years’ experience of supporting older people to live independently, we have found that the accumulation of possessions can be a major obstacle in organising repairs, adaptations and improvements to make their homes safe and warm.

The Attic Project will also offer an opportunity to take part in an innovative befriending and reminiscence project which will be provided by VCS Cymru and offered alongside the de-clutter service.

Jeremy Reese, Chief Executive of VCS Cymru commented: “The Attic Project is going to be a very innovative and exciting service, and VCS Cymru is greatly looking forward to partnering with Care & Repair Cymru for what will be a fascinating reminiscence programme. We will be helping people tell their stories through objects that may have been hidden away in their attic or cellar for years, and we’ll be collating and preserving personal oral histories for families & community’s to connect with for generations to come”

The Attic Project is a partnership service between Care & Repair Cardiff and the Vale, Newport Care & Repair, VCS Cymru and is led by Care & Repair Cymru.

Staff recruitment for the project is currently under way with the service being available from September 2017.



# Care & Repair: Statistics on helping older people

## The Older People's Housing Service

Improving homes, Changing lives



Care & Repair  
Gofal a Thrwsio

46,312

Number of people we helped

in 2016/17



97% of people would recommend the Care & Repair service to others



We helped 10,454 people to increase their income by a collective £5,453,332



We facilitated home repairs & maintenance work worth £12,800,950



We helped 728 people apply for charitable funding and raised £474,963 for home repairs



We helped 11,980 people make their homes safe & secure



11% of people we helped were 90yrs old or older

37%

of people we helped live alone



91% of people we helped said their quality of life had improved



We helped prevent trips and falls for 12,031 of the people we helped



11,682 home assessments carried out by our caseworkers



77 is the average age of people we helped

figures are for 2016/17

Speak to us on **0300 111 3333** or email [enquiries@careandrepair.org.uk](mailto:enquiries@careandrepair.org.uk)  
[www.careandrepair.org.uk](http://www.careandrepair.org.uk)



find us on



# National Carers Week 12th - 17th

## June



### **Building Carer Friendly communities.**

This year Carers Week is focusing on Building Carer Friendly Communities. The objective is for communities to better understand the role of carers in society, to better support carers who look after loved ones and to recognise carers are their own persons with their own individual needs.

Carers Week helps the public to understand more about caring, highlights the challenges carers face and celebrates the contribution carers make to their families and communities throughout the UK. The campaign galvanises support from all corners of society, including individuals, local organisations, businesses, politicians and the media.

Carers Week 2017 will again focus on building Carer Friendly Communities – places that understand a carer's daily reality and do what they can to make life a little bit easier for them. For example, a GP practice might offer appointment times that fit around someone's caring responsibilities, or an employer might support employees who juggle work with care to work flexible hours or take time off.

Beth Evans, Information and Communications Officer at Carers Wales on behalf of Carers Week, said: "Carers Week is a fantastic way to celebrate the vital contribution carers make to our families, communities and wider society. We know that caring for a loved one can be a rewarding experience, but without the right support at the right time, caring can also have a huge impact on a carer's emotional and physical health, work and finances.

"Carers have told us that it makes a huge difference to their lives when they are supported by their local services and communities; building Carer Friendly communities, whether that's offering a flexible GP appointment, having flexible working policies or raising awareness in schools of caring, can make a positive difference.

"We want the public to recommend Carer Friendly communities and urge everyone to pledge their support to carers and make a change."

For more information, visit: [www.carersweek.org](http://www.carersweek.org)

### **Facts about carers**

- 6.5 million people in the UK are carers; that's 1 in 8 adults (Census 2011)
- By 2037, it is estimated that the number of carers in the UK will rise to 9 million (Carers UK)
- Every day another 6,000 people take on a caring responsibility – that equals over 2 million people every year (Carers UK)
- 58% of carers are women and 42% are men (Census 2011)
- Carers save the economy £132 billion per year, an average of £19,336 per carer (Carers UK, University of Sheffield, University of Leeds)
- Over 3 million people juggle care with work, however the significant demands of caring mean that 1 in 5 carers are forced to give up work altogether (Carers UK)
- A BBC Survey (2010) estimated there are more than 700,000 young carers
- There are 376,000 young adult carers in the UK aged 16-25 (Census 2011)
- 1 in 5 people aged 50-64 are carers (Carers Trust)

## Helping You Help Yourself

The British Lung Foundation has been awarded funding from the Big Lottery to deliver self-management and exercise programmes across South Wales.



Cymru  
Wales

British  
Lung  
Foundation

The 3 year *Helping You Help Yourself* project will see 65 programmes delivered across 3 health boards (Aneurin Bevan, ABMU and Cwm Taf) supporting people with mild Chronic Obstructive Lung Disease (COPD) to get active, learn more about their condition and change their lifestyle.



## Volunteers Week

To celebrate volunteers week Action on Hearing Loss hosted a volunteering coffee morning to raise awareness of their volunteer opportunities.

Those interested in volunteering were invited along to the event on the 8th June and given the chance to meet some existing volunteers and find out more about how they can engage in their local community.

Anyone interested in volunteering opportunities with Action on Hearing Loss can contact them on [wales@hearingloss.org.uk](mailto:wales@hearingloss.org.uk) or call 02920 333034

<https://www.actiononhearingloss.org.uk/get-involved/volunteer/volunteer-opportunities/volunteer-opportunities-all/wales.aspx>





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