

## **Appendix To Adult Carers Strategy Consultation Feedback**

## SBC Away Day for People (Adults) Strategy and Commissioning Team and Members of the Co-production Network 26<sup>th</sup> July 2023

An Away Day for the People (Adults) Strategy and Commissioning Team and Members of the Co-production Network was held on 26 July 2023. The following views were obtained, through consultation, to inform this Carers Strategy:

<b>Theme</b>	<b>Feedback</b>	<b>Minimum Inclusion in Strategy (Page Number)</b>
<b>Advice and Information</b>	Accessible information – community points of information and not just digital	3
<b>Advice and Information</b>	Different media to engage with not just digital, not just hardcopies	3
<b>Advice and Information</b>	We need better communication	3
<b>Advice and Information</b>	Advice, information and guidance communication is key. A timely response from social work team is needed.	3
<b>Advice and Information</b>	Information about lasting power of attorney is good advice in a timely way. How do you support the family what support is available what are your rights as a worker if you're a carer we need a name to contact either in the social work team or the carers coordinator we need support for resilience via social and family networks also emotional support. Need to understand how advocacy can support there is a lack of male carers needs being addressed.	3
<b>Advice and Information</b>	If we are working what are our employment rights, how do we help people understand those rights?	3
<b>Advice and Information</b>	How to support your career through the change of life in your life, changing into a carer	3
<b>Advice and Information</b>	Making the information easier to access information stands at supermarkets and shops, more leaflets	3
<b>Advice and Information</b>	Avoid digital exclusion ?	3
<b>Advice and Information</b>	Information and improving carers awareness of their entitlement, their role demand and getting support?	3

<b>Theme</b>	<b>Feedback</b>	<b>Minimum Inclusion in Strategy (Page Number)</b>
<b>Advice and Information</b>	Information is power – e.g Lasting Power of Attorney or Deputyship – how do we help Carers navigate this early in the process in case their loved one loses Capacity down track	3
<b>Carer Support</b>	The need to socialise.	3
<b>Carer Support</b>	Support groups and socialising – making sure that other members of the family are involved.	3
<b>Carer Resilience</b>	Carer Resilience – how do we build up confidence and resilience in Carers.	3
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	Need to see carers as individuals one size does not fit all	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	We need individual needs to be met, needs to be responsive and to include needs and wants voices need to be heard	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	Diversity of Carers – recognising some live perfectly well with their own with their own circle of support so are not looking for support or networks at one end of the scale. Whilst at the other end of the scale some carers of people with dementia will feel totally alone and isolated and be hoping for support	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	Right support at the right time	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	Information is power – e.g Lasting Power of Attorney or Deputyship – how do we help Carers navigate this early in the process in case their loved one loses Capacity down track	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	Understanding the role and demands as a carer, understanding the responsibilities and how to identify as a carer	5

<b>Theme</b>	<b>Feedback</b>	<b>Minimum Inclusion in Strategy (Page Number)</b>
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	Seeing carers as individuals with their own lives, separate from the cared for person	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	How to access support and pathways and groups	5
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	The need for male carers lead ?	8
<b>Meeting individual need / Seeing the carer as an individual in their own right</b>	What should we put in place for male Carers in Slough	8
<b>Integration</b>	Integrated approach to Carers – how do we get Carers to be identified by GPs and other clinicians, can we share Carer information/advice in GP/NHS settings? Can we have a single carer pathway across NHS and Social Care? Might be useful to explore as part of the Care Co-ordinator role?	8
<b>Integration</b>	How do we ensure early intervention at the front door of ASC hopefully through e.g voluntary sector service directory – what ideas have we to help carers self manage.	8
<b>Respite / Carer Break-down</b>	Recognising the role of a Carer. As we know unpaid carers make an important contribution to the overall supply of care services. What if there was more carer breakdown, where would ASC go in securing extra carers?	8
<b>Asset Based Approach</b>	How do we use an asset-based approach to ensure Carers have a “life outside of caring”?	8
<b>Asset Based Approach</b>	We need activities and events that occur, a friendly and offer peer support	10

<b>Theme</b>	<b>Feedback</b>	<b>Minimum Inclusion in Strategy (Page Number)</b>
<b>Direct Payments</b>	Direct payments and carers allowance and benefits	11
<b>Respite / Carer Breakdown</b>	What support is there for carers as individuals and what respite or brakes are there?	13
<b>Respite / Carer Breakdown</b>	Lack of short breaks	13
<b>Respite / Carer Breakdown</b>	Carers short breaks – opportunity for development	13
<b>Respite / Carer Breakdown</b>	Recognising the role of a Carer. As we know unpaid carers make an important contribution to the overall supply of care services. What if there was more carer breakdown, where would ASC go in securing extra carers?	13
<b>Respite / Carer Breakdown</b>	Carers Support, Network and Friendship Networks are Needed	12
<b>Respite / Carer Breakdown</b>	We need support groups, face-to-face with help support individuals	12
<b>Respite / Carer Breakdown</b>	Social worker carers assessment should use the feedback from those	12
<b>Respite / Carer Breakdown</b>	We need emotional support	16
<b>Respite / Carer Breakdown</b>	What if the Carer becomes seriously ill –we need plans to avoid the s/user having to be admitted to hospital or a care home	18
<b>Respite / Carer Breakdown</b>	We need to understand the Life Journey different entry points to caring accessible pathways. We need to understand hospital discharge and who else needs looking after.	25
<b>Respite / Carer Breakdown</b>	We need to create spaces provided information and provide at advocates	Action Plan
<b>Respite / Carer Breakdown</b>	We have a kitty to buy food and drink so that it doesn't fall to the same person.	Noted
<b>Respite / Carer Breakdown</b>	Millions of people take on caring responsibilities as the population ages. What would we want as a Carer? Many of us have had that lived experience from which to draw on	Noted
<b>Respite / Carer Breakdown</b>	Many carers often put their own lives on hold to provide care and support to someone close to them. How as an	Noted

Theme	Feedback	Minimum Inclusion in Strategy (Page Number)
	employer could SBC and other Slough employers be empathetic to this? HR policy?	

## Consultation through a Carer Survey in July 2023

### Slough Carers Strategy Survey

A survey was developed to find out what Carers felt about the new Carers Strategy. The Strategy was distributed to all carers on SVCS registration list, to Carer Groups as well as members of the Co-Production Network. Themes match the approach in this strategy and the anonymised results are shown below.

#### ***‘Slough is a place where carers can balance their caring roles and maintain their desired quality of life’ – 43 responses***

We want to ensure that Carers can influence the way they are supported in Slough. To help us achieve this, we have two sets of statements that we would like your views on:

#### ***Critical problems facing carers today: Questions 1 to 9***

The issues in questions 1 to 9 listed below were named as the top challenges facing Carers in Slough. This was the feedback from recent engagement with both carers and professionals. These issues match closely the experiences of Carers across the country.

#### ***Strategic Priorities – to support development over the next 3 years: Question 11 to 17***

We believe the priorities in questions 11 to 17 listed below are important in achieving Slough’s vision for Carers, and for tackling the critical issues carers are facing.

To help us understand whether these are the right issues and priorities, the statements below ask you to tick whether you agree or disagree with them.

There is space to add any other critical issues you experience as a Carer (question 9) or any priorities you want to add (question 17).

**The results of this consultation will be anonymous** and will be shared with Slough Borough Council's Cabinet to support future work with Carers. This will establish a long-term partnership approach overseen by a Carers Steering group, making sure Carers voices are central to any service developments.

Please submit your answers by Wednesday 26th July 2023.

- 1. The Caring role has a negative impact on physical health and mental health (including loneliness and isolation)***

- Yes I agree with this statement 39
- No I don't agree with this state... 4
- I am unsure 0



**2. More Carers are experiencing financial hardship**

- Yes I agree with this statement 39
- No I disagree with this statment 2
- I am unsure 2



**3. Health and care services have a poor or haphazard understanding of the need to identify Carers, including Young Carers.**

- Yes I agree with this statement 28
- No I don't agree with this state... 5
- I am unsure 10



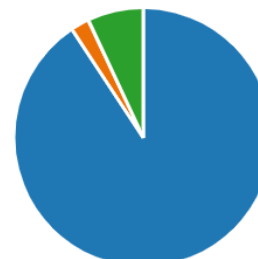
**4. Health and Care Services do not recognise Carers' expertise in care**

- Yes I agree with this statement 29
- No I don't agree with this state... 10
- I am unsure 4



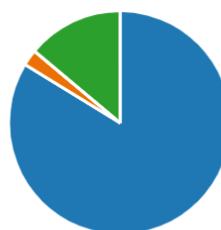
**5. Back up for carers and suitable respite is becoming more critical**

- Yes I agree with this statement 39
- No I don't agree with this state... 1
- I am unsure 3



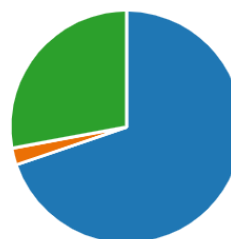
**6. There is an increased need for isolated and stressed Carers of all ages to come together for peer support and social activities.**

- Yes I agree with this statement 36
- No I don't agree with this state... 1
- I am unsure 6



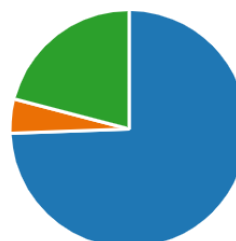
**7. Educational establishments have a poor understanding of the lived experience and support needs of Young Carers**

- Yes I agree with this statement 30
- No I don't agree with this state... 1
- I am unsure 12



**8. Young Carers are increasingly stressed and isolated and in more urgent need of social activities.**

- Yes I agree with this statement 32
- No I disagree with this statement 2
- I am unsure 9



**Anonymised survey answers follow below:**

There were opportunities within the survey for additional comments to be made.

Theme	Response	Addressed in Strategy Page No
<b>Advice and Information</b>	With more services only accessed via online portals or online forms the older generation are finding it less accessible to access vital support	3
<b>Carers Support</b>	There is no help for carer mentally, physically, emotionally and financially everything is very very hard for carers.	3
<b>Seeing the Carer in their own right</b>	Being a carer is for me a lifelong duty of care. I'm never asked by any health experts on my opinion and if I	5



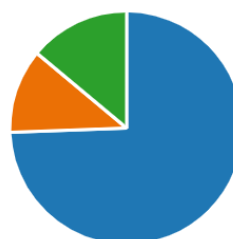
Theme	Response	Addressed in Strategy Page No
	do offer feedback to the health service it is met with defence. I'd say what I've noticed most is that what should be happening is often not, the communication that is needed between departments / teams isn't happening. For instance, the psychiatrist doesn't know when the patient has had an episode requiring hospital treatment, no follow ups are made. The psychiatrist writes to the doctor to request lowering a medication dosage, this doesn't happen. All care is handed over to the health team from the GP, so the patient is seen once or twice a year if lucky and then for a short amount of time	
<b>Seeing the Carer in their own right</b>	Accessing appropriate medical support for the cared for has been my most difficult issue and having my needs met as a carer in facilitating this has been non-existent. Respite care for the carer has to be appropriate, too often things are at the very time when the demands on me as the carer are greatest.	5
<b>Short Breaks / Respite</b>	Need more respite	8
<b>Short Breaks / Respite</b>	Older carers also are at risk of increasing isolation due to lack of respite	8
<b>Short Breaks / Respite</b>	More respite care needed or carer who can come into home to offer respite care overnight	8
<b>Short Breaks / Respite</b>	Biggest problem is finding someone to be present for the patient when the carer has to go somewhere	8
<b>Short Breaks / Respite</b>	Provision of a sitting service for carers ( or advice on agencies etc who do this) would be of great benefit. There is no point providing social events for carers when they cannot leave home as there is no one else to care for their family member. Most agencies will only provide short visits ( 15-30 minutes)	8

Theme	Response	Addressed in Strategy Page No
	for personal care and those that do tend to be more expensive and / or still have difficulties because of a shortage of staff.	
<b>Short Breaks / Respite</b>	There should be respite in your home town not miles away	8
<b>Understanding of the role of carers</b>	Slough Parent Carers are not recognised by Carers groups in Slough, which is discriminatory practice. Carers groups should not ostracise parent carers. We are lifelong carers and need access to the same support services and just because we are a parent, we are still carers. Parent carers are not fully recognised in Slough and often completely overlooked for the sacrifices and valid contributions we make. The mindset and attitude of those leading Carers groups needs to change to welcome all.	8
<b>Other</b>	I would like a carers card posted to me have tried unsuccessfully for 5 years. No time to come and collect in person	Noted
<b>Other</b>	Young carers need to be identified and assessed and provide the support they need.	Noted
<b>Other</b>	Getting out and about in Slough with a cared for person who is elderly but is not specifically entitled to a blue parking badge is almost impossible, resulting in extra costs for the carer and stress for both.	Noted
<b>Other</b>	The shortage of any real help and support. It's a massive problem nationally and often people go without help and support. Trying to start up again to offer help and best practice is too late . Like everything else offered by the local authority or the Government the actual intentions are never really achieved.	Noted

Theme	Response	Addressed in Strategy Page No
	Improvements on paper do not provide really meaningful results	
Other	SBC are in poor standard understanding the direct needs of carers and their cared for, delays in processing requests, answering emails or concerns, no respite options offered and carers assessment are at a very disgraceful and poor standard at SBC and by social workers. No named allocated worker for months and then the service has been from Slough Carers Support which was working so well to now be disrupted mid year and we go back to square	Noted
Other	I feel that CQC and council authorities are the ones that seem to be out of touch with what is the status in the communities. They should be the ones offering support and help but they are the ones that are not providing this	Noted
Other	Staff Retention; Increase in Pay; Need for Increase in Package Demand	Noted

**10. All Carers in Slough will be helped to identify themselves as carers at an early stage and will receive support to promote their wellbeing**

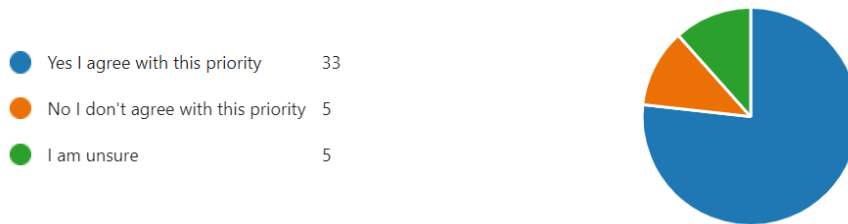
- Yes I agree with this priority 32
- No I don't agree with this priority 5
- I am unsure 6



**11. Carers can make informed decisions and exercise choice and control about care and support through accessible information and advice for themselves and the people they care for.**



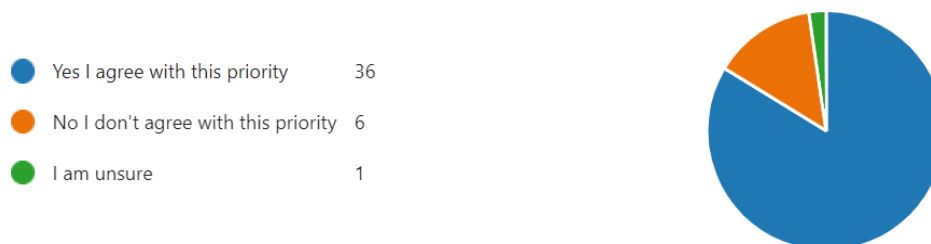
**12. Carers will receive personalised support, both for themselves and the person they care for, enabling them to have a family and community life.**



**13. Carers will be supported to remain physically and mentally well**



**14. Carers will be supported to access the same services, at the right time, in the right place**



**15. Carers will be recognised, valued, and empowered as “experts” in care**



**16. Carers will be supported in their carers journey (promoting Carer wellbeing, preventing Carer ‘breakdown’ and crisis intervention)**

- Yes I agree with this priority 35
- No I don't agree with this priority 6
- I am unsure 2



**17. What other priorities should be included?**

21 responses

Theme	Comment	Page Number
<b>Advice and Information</b>	Help and information support by dedicated phone and online is needed. Emergency care plans are important	3
<b>Advice and Information</b>	A help desk phone line for queries	Noted
<b>Carers Support</b>	More social group for adults who need care.	3
<b>Carers Support</b>	Making sure that carers have the means/ability to access all available help.	3
<b>Carers Support</b>	If a carer is dealing with the fallout from an episode there is no one for them to turn to, no helpline, no one to talk to. This causes severe mental health issues. I've tried Crisis and been told its for the patient, and Samaritans is not suitable for carers.	3
<b>Carers Support</b>	Try to provide the support they need based on their care needs . This need to be assessed.	3
<b>Carers Support</b>	Dedicated resources such as a hotline	3
<b>Seeing carers in their own right</b>		5
<b>Respite / Short Breaks others</b>	Respite	8
<b>Respite / Short Breaks others</b>	Respite	8

<b>Theme</b>	<b>Comment</b>	<b>Page Number</b>
<b>Respite / Short Breaks others</b>	Asked for help ref respite for mother. Still waiting 6 years on. Now to late as RIP	8
<b>Respite / Short Breaks others</b>	Urgent care for the person cared for in emergencies i.e. if a carer needs hospitalisation, experiences a bereavement etc	8
<b>Respite / Short Breaks others</b>	The person they care for need day-care Centre which would really help . They should do a lot more activities with them taking them out into the community day outs	8
<b>Carers Voice</b>	involved in decision making	4
<b>Carers Voice</b>	Although I agree in principle with all of the above , in reality the truth is quite different and I myself have found it to not be the case and in fact I have been treated like I'm stupid and know nothing when dealing with SBC and it's social services department on many occasions, so I personally think that ALL staff should be retrained to respect and listen to carers as they are the single most important part of dealing with patients and their needs However I feel that regardless how many forms or how many meetings etc are had nothing will change as SBC are not interested in spending money on anything or anyone other than themselves and their own pockets , and history has proven this many many times over	4
<b>Other</b>	Easier access to GP appointments	Noted
<b>Other</b>	Fast track services in hospital specially ENE, surgery, shopping, parks. Disable person outing places	Noted
<b>Other</b>	ask how many times must all the above be stated . These Ideas have be highlighted numerous times but priorities have not been met . I see news letters and read about achievements but in reality there is still very little to offer and as usual volunteers are used to try to meet some of the criteria.. I have been involved in various initiatives but unfortunately I am	Noted

Theme	Comment	Page Number
	now being cared for by a loving husband. He is struggling to get help for his own health and well-being issues but the queue is far too long .	
<b>Other</b>	try and get your systems right first before visualising something that wont be achieved	Noted
<b>Other</b>	The support services to companies so non existent and that's where help is needed.	Noted
<b>Other</b>	Transportation for carers in certain zones; Parking Permit for carers Easy access to transportation for carers, free parking permits for carers in all areas in Slough.	Noted