



Carers Steering Group 25th February 2025

Virtual Meeting – MS Teams
10 am -12 noon

Hello and welcome!



Diana Balsom

Interim Commissioner (Prevention & Carers)

Hello and welcome!



Craig Brewin
Co-Chair, Carer and Volunteer

Hello and welcome!



Remi Gogna

Carers Support & Development Officer

Agenda

10.00	Welcome and Introductions - Diana	5 mins
10.05	The Carers Strategy – Year One update - Diana and Remi	15 mins
10.20	Carers Rights Day Celebration - Remi	5 mins
10.25	Updates from Task and Finish Groups – Remi, Craig, Diana	40 mins
11.05	Carers Communication Plan linked to Carers Journeys -Diana	20 mins
11.25	Carers Card - Remi	10 mins
11.35	Monitoring the impact - Remi	5 mins
11.40	Updates from the group- All	15 mins
11.55	Any Other Business - All	5 mins

The Carers Strategy – Year One update

A report went to Cabinet in October 2024 describing the work undertaken during the first year of the Carers Strategy –developed by Vanessa and Remi

It was very well received by members – key highlights include:

- Successfully bidding for ARF funding with East Berkshire Authorities to develop TEC and Respite offer - £300k
- Transferring the Carers Support Service back in-house
- Establishment of Carers Steering Group
- Additional BCF Funding for Carers Groups through VCS One Slough grants
- Establishment of a Carers Forum
- ASCOF carers survey data showing significant increases in carer outcomes
- The report can be found at
- <https://democracy.slough.gov.uk/documents/g8573/Public%20reports%20pack%2021st-Oct-2024%2018.30%20Cabinet.pdf?T=10#page=53.pdf>

Improved Feedback from Carers

Slough has traditionally performed poorly in the national survey, and even though the data shows that Slough is still not meeting the England and South East averages in terms of performance we are seeing significant improvements across the board:

- Carers reported their **quality of life increased** from 6.1 in 2021-22 to 6.5 in 2023-24 - (7.3 South East average)
- Proportion of carers who reported that they had **as much social contact as they would like increased** from 17.2% in 2021-22 to 26.3% in 2023-24- (27.9% South East Ave)
- **Overall satisfaction of carers with social services increased** from 22.1% in 2021-22 to 26.5% in 2023-24 – (33.7 South East Ave)
- The proportion of carers who report that **they have been included or consulted in discussions about the person they care for increased** from 54.2% in 2021-22 to 63.6% in 2023-24 –(64.1% South East Ave)
- The proportion of carers **who find it easy to find information about services increased** from 41.8% in 2021-22 to 44.0% in 2023-24 – (58.7% South East Ave)

Any Question or Comments?



Carers Rights Day Celebration

To mark national Carers Rights Day on 21 November, Slough Carers Support hosted an event at Elite Banqueting Suite in Slough. The theme for this year was 'recognising your rights'. The aim for the event was to:

- help unpaid carers understand their rights, and
- highlight key resources and support available to them.



Over 100 carers attended the event alongside representatives from statutory and voluntary and community sector groups. Fourteen local organisations were on hand providing advice and information on a range of areas including benefits advice, carers assessments, health and well-being support and local carers support groups.

Feedback from Participants



Bella, a carer from the Cippenham Carers Group said:

“It was a great networking event, very informative, amazing food, attention to detail really showed in how smoothly everything went. Went above and beyond expectation. Well, done to the organisers!”

Feedback from Task and Finish Groups 1

Priority 1 Enabling Carers to access Information, Advice and Guidance:

- Updates on which groups have been contacted or need to be contacted to ensure Carers info is available
- Potential projects with Young Carers/Schools/Social Housing/Health immunisation to access more carers
- Development of info pack for groups to create awareness
- Digital Offers
- Entry point for Carers to access help
- Info about DPs and expectations of support



Feedback from Task and Finish Groups 2

Priority 2 Identify and Recognise Carers at an early stage

- Various routes into SBC – no clarity for carers
- Question asked about understanding the numbers and needs of all Carers in the area. Primary Care codes carers but depends on GP practice on whether they share numbers – some referrals coming from Social Prescribers
- Connected Care may provide numbers but not demographics
- New Joy platform will enable easier collation of carers info

Specific actions:

- Need to map all data sources for Carers
- Update internal lists of carers – allows measurement of success



Feedback from Task and Finish Groups 3

Priority 6 Integration and Partnership work – including co-production and ensuring the Carers voice is central to any service developments

- Issue with the portal for carers self-assessment – confusing landing page
- A flow chart would help understand pathways into support
- Discussion about the Carer Journey – we need to focus on the ‘prevention’ end of the journey – not just the statutory end – although all parts are important dependent upon the carers needs
- Not all who register need or want an assessment – what is the offer to them?
- Each point on a pathway will have its own info and advice needs
- Early help can point to additional support outside of ASC/Health that can support carers –
- Not all support needs to be ‘badged’ for carers (many activities are inclusive)
- Opportunity to develop a comprehensive ‘package of support’ from a preventative perspective



Carers Communication Plan linked to Carers Journeys

Distinct themes from the Task and Finish Groups:

- Having the right info at the right time, in the right place, in an accessible way
- Clarity for carers (and other helping agencies) about navigating carers' pathway(s) into support and understanding what support there is
- Building a comprehensive preventative offer of support for carers – not just post- assessment.
- Understanding numbers supported to help us demonstrate success

Action proposed

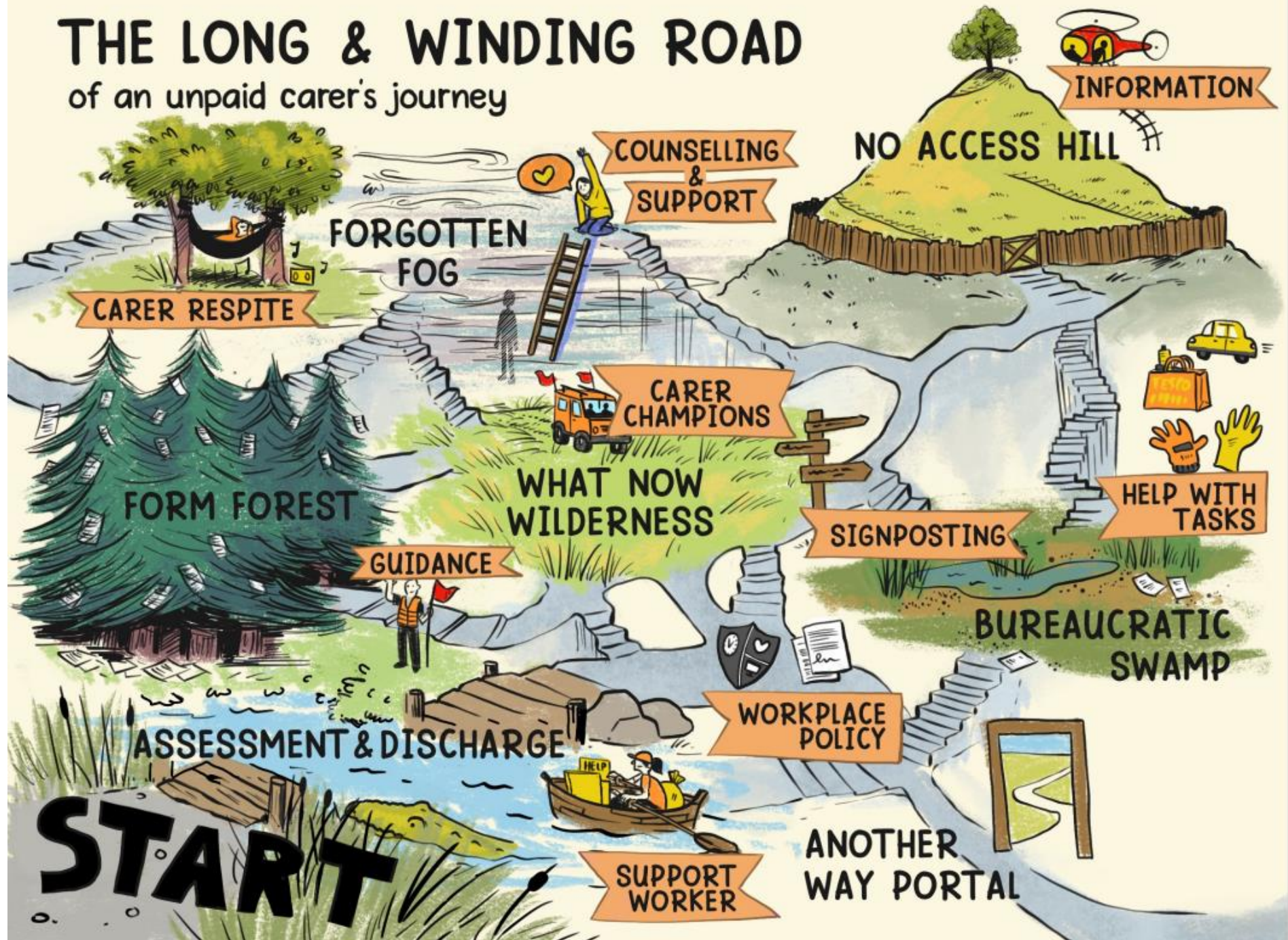
Channel these themes into an overall Carers Communication Plan that is :

- matched to the Carers Pathway (from an internal perspective)- and,
- Matched to a Carers Journey (from a Carers perspective)



THE LONG & WINDING ROAD

of an unpaid carer's journey



Entry into the Caring Journey

Mental Health Conditions

Substance Use/ Addictions

Gradual onset conditions – Frailty, Dementia



Life after Care
Recovery
Bereavement

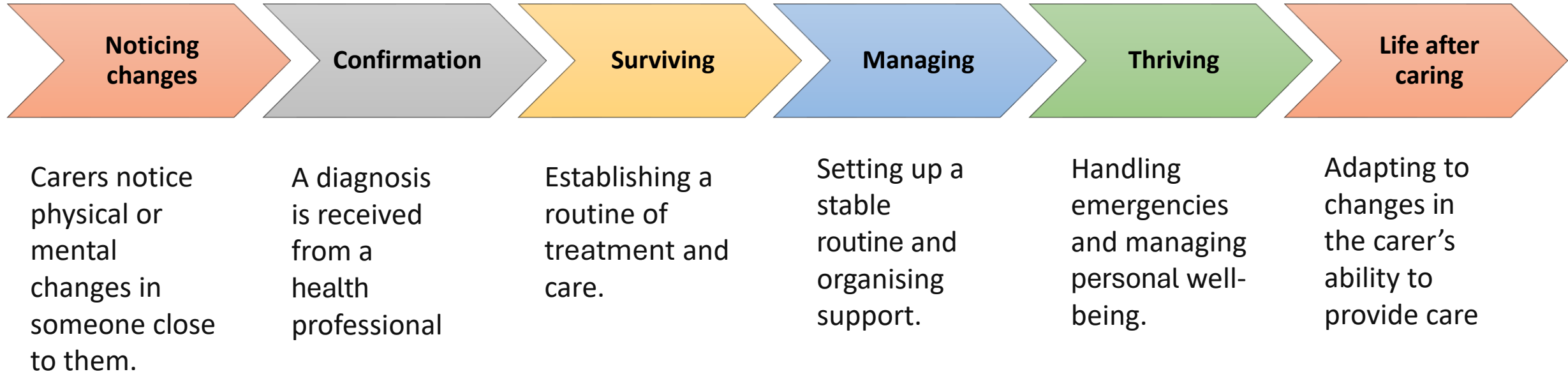
Transition
Young Carers of Adults with LTC
Carers of Adult Children with LTC

Crisis entry into Caring (Short or Long Term)

End of life



An example of a Carers changing role



<https://doncaster.moderngov.co.uk/documents/s43391/Doncasters%20Carers%20Journey%202024.pdf>

<https://www.carergateway.gov.au/your-life-carer/caring-essentials/stages-caring-role>



Any Questions or Comments



Improvement to the Carers Card

Linking to feedback in T&F group 6 - Support Offer for carers

- **What is the Carers Discount and Attention Card?**
- The card has two functions - it offers a range of discounts at local businesses and acts as an attention card to alert people of a Carers caring duties in the event of an emergency.
- **How to redeem the discounts**
- Show the Carers Discount and Attention card alongside proof of identity to redeem the discount. The "my name" section of the card needs to be completed to verify the Carer as the owner of the card.
- **What we are planning to do**
- Review the current discounts to ensure they are still valid
- Update the current list of businesses and services offering discounts
- Keep the information up to date and available online
- Continue to develop more offers



Understanding demand and success

Linking to feedback from T&F group 2

- The Year One update provided information about improvements Carers in Slough are reporting. This is collected through the survey sent to all carers known to Adult Social Care in Slough – those who have had an assessment.
- This survey happens every two years and provides evidence that Carers are feeling better supported...or sometimes not well supported
- We also want to show that the work we are doing to improve awareness of Carers is successful. This helps us support more Carers earlier in their caring journey.

- We are currently recording all calls and emails into the Carer support service so we can see how demand is growing.
- We are also listing all those that register as a Carer and also those who may also be referred for a Care Act assessment.
- This will provide important evidence of whether the numbers are growing, and that our approaches are successful



Updates from the group and any other business



**The next Steering
Group will be in
May 2025**

