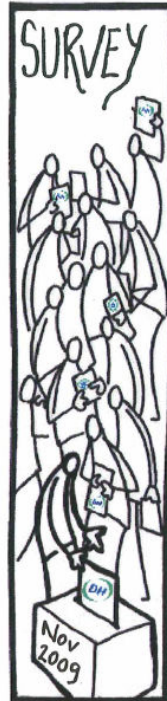


# The Story so far...

**OUR AIM:**  
to improve life for carers  
in Sutton by ensuring  
carers' comments shape future  
**COMMISSIONING**



Dept Health survey sent  
to 1,180 carers, of whom...

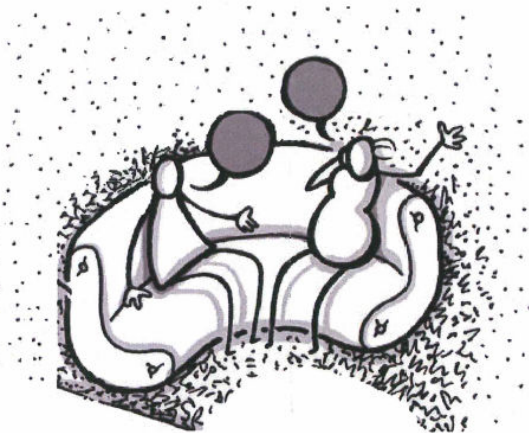
**50%**  
responded

Sutton's carers' responses had the following key themes:



We then sent all  
1,180 carers a

Summary Report and invited them to write in, or attend a further event, **Responding** to the findings...



HERE'S  
WHAT  
CARERS  
SAID...



Why do services make little difference to your life + how can we change that?

What are the barriers to accessing + taking up services?



can services be flexible enough to meet carers' needs?

NOT necessarily 9-5, Mon-Fri or predictable

DEMONSTRATE BENEFITS OF SERVICES

peer-to-peer groups particularly useful

Overcome barriers of cost, hassle + reluctant 'carers fans'

COMBAT 'GUILT' MANY CARERS FEEL ABOUT TAKING SERVICES

Coping - 'no help until crisis point'

CONTINGENCY PLANNING

especially important for those who are the **only** carer for somebody...

what happens when the carer is ill etc?

what happens longer term?

COMMUNICATION: difficulties being understood

COURTESY: clearing up before leaving etc.

VALUING CARERS: not being exclusively client-focused

TIMING: often arrive late/leave early

Staff Procedures

DOMICILIARY CARE SERVICE

**Continuity of Care**

"I'm unwilling to let strangers into my home"

Carer's ASSESSMENTS

Carers want: some level of continuity in the staff & care they receive. Relationships are key to building trust & saves having to explain situation / personal preferences repeatedly.

Carers' Allowance insufficient for many

Flexible fund reduced entitlement but useful for many.

Cost of Care

"it all costs too much - money effort, the lot..."

EMOTIONAL

person carer cares for is reluctant for carer to have a break than it's worth

worry situation may deteriorate in carer's absence

Carers' Allowance insufficient for many

Flexible fund reduced entitlement but useful for many.

Cost of Care

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person carer cares for is reluctant for carer to have a break than it's worth

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**What Carers Said...**

"What services are available for me as a carer? How do I access them?"

**Clear and Consistent Information**

AWARENESS + ACCESS OF SERVICES - working with others to provide a single message

Carers need: a single, named contact to help them navigate services of use to them.

GP

Carers 'one stop shop'

needs to include Hidden CARERS

OUTREACH TO

Carers' Allowance insufficient for many

Flexible fund reduced entitlement but useful for many.

Cost of Care

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EMOTIONAL

person carer cares for is reluctant for carer to have a break than it's worth

worry situation may deteriorate in carer's absence

**Communication**

REDUCING INTRUSION + BUREAUCRACY

Carers' Allowance insufficient for many

Flexible fund reduced entitlement but useful for many.

Cost of Care

"it all costs too much - money effort, the lot..."

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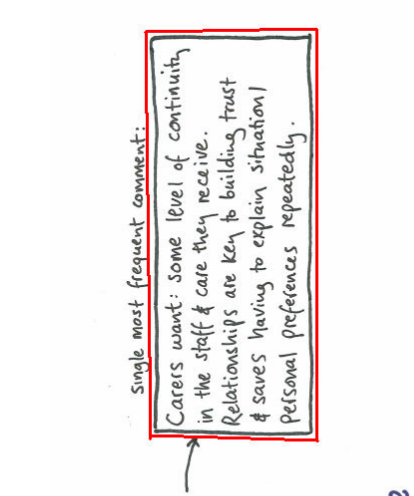
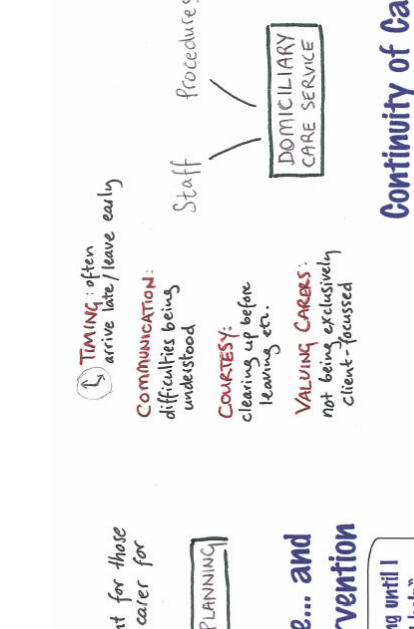
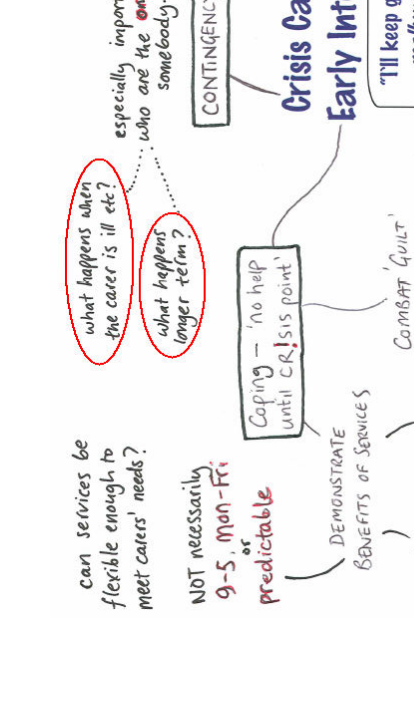
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Crisis Care and Early Intervention

# Solutions & Actions as a result of what carers have told us



- \* We will ask our contact monitoring to include concerns about:
  - timing - communication
  - courtesy - valuing carers in their work.
  - continuity



- \* In the future, care service providers will have to demonstrate how their services are - prompt, lasting the full duration
  - carried out by staff with excellent communication skills
  - courteous - **CONTINUOUS**
  - valuing the role of unpaid carers
- \* All service providers will be signed up to the Carers Gold Standard.

## Clear & Consistent Information

- \* We are already working to improve information & advice to ensure a consistent message
- \* We will work with partners to promote health checks for carers + greater awareness of their needs: "Think Carer"



We will look, with our partners, at how we can do more to help 'hidden carers' who would benefit from services - **do you know anyone who might appreciate help?**



## Communication

£ We will work with partners to ensure carers AND the person they care for receive all the benefits they're entitled to.

### Cost of Care



£ We will make sure financial assessments are timely to ensure accurate charging

£ We will make sure carers who fall into debt are aware of debt relief services.

- Wherever possible ~ we will do all within our powers to reduce paperwork + form-filling. However, this is often out of our control (ie from central Government etc)
- **CONFIDENTIALITY** we will endeavour to ask for only the information we need, explain why we need it + give you choice about what you tell us.
- Hopefully this report shows **WE'RE LISTENING** and keen to make life better for carers