

Carers Support service

Results of Consultation to Develop Services to Support Carers

May 2013

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Outcomes of Consultation to Develop Services to Support Carers in Buckinghamshire

Introduction

Buckinghamshire County Council consulted with local carers on new proposals for services to support carers in Buckinghamshire. The consultation was concluded on 15 March 2013, the consultation was carried out through an online questionnaire, paper questionnaire and consultation event with carers.

The outcomes of the consultation are set out below

Consultation outcomes

The consultation event gave us the opportunity to hear the views of local carers, listen to their experiences, hear their priorities and take back their view on the proposals.

The questionnaire used a variety of question styles, these included giving carers options, asking for the views and experiences, free text questions and questions asking carers to rank priorities and services.

Questionnaire Response

In total we had 113 responses to the consultation questionnaire. A break down of those who responded is as follows

Completing the questionnaire	Number of Responses
I am a carer	99

I have received a carers service in the past	6
I am an employee of Adult and Family Wellbeing at Buckinghamshire County Council	1
I am an employee of a partner organisation	7

Question 1

Question 1 asked respondents of the question to tick from a list of services that they had accessed from Carers Bucks. The table below sets out the 5 most accessed services in rank order.

Rank Position	Service
1.	Information and Advice
2.	Support Groups
3.	Training
4.	In Case of Emergency
5.	Emotional support

The question also gave the option for carers to state other services or support not listed that they had received from Carers Bucks, a sample of these responses are contained in the table below.

Additional services accessed from Carers Bucks

<i>One to one support in navigating complex decisions regarding my husbands care – putting me in touch with carers who had similar experiences</i>
<i>The benefits of Learning Carers Forum hosted by Carers Bucks</i>
<i>Support from Carers Bucks in accessing Health Funded breaks from my GP</i>

Question 2

Question 2 asked carers to rank the top 3 services that had been most beneficial to them as carers. The table below sets out the 5 services carers felt benefitted them the most.

Rank Position	Service
1.	Carers training
2.	Bursary funding
3.	Benefits advice
4.	Emotional support
5.	Supporting carers to access health funded breaks

The question also gave the option for carers to state other services or support not listed above but received from Carers Bucks that carers felt beneficial. A sample of responses is contained in the table below.

Additional services carers found most beneficial from Carers
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Bucks

I have returned to work with the support of Carers Bucks

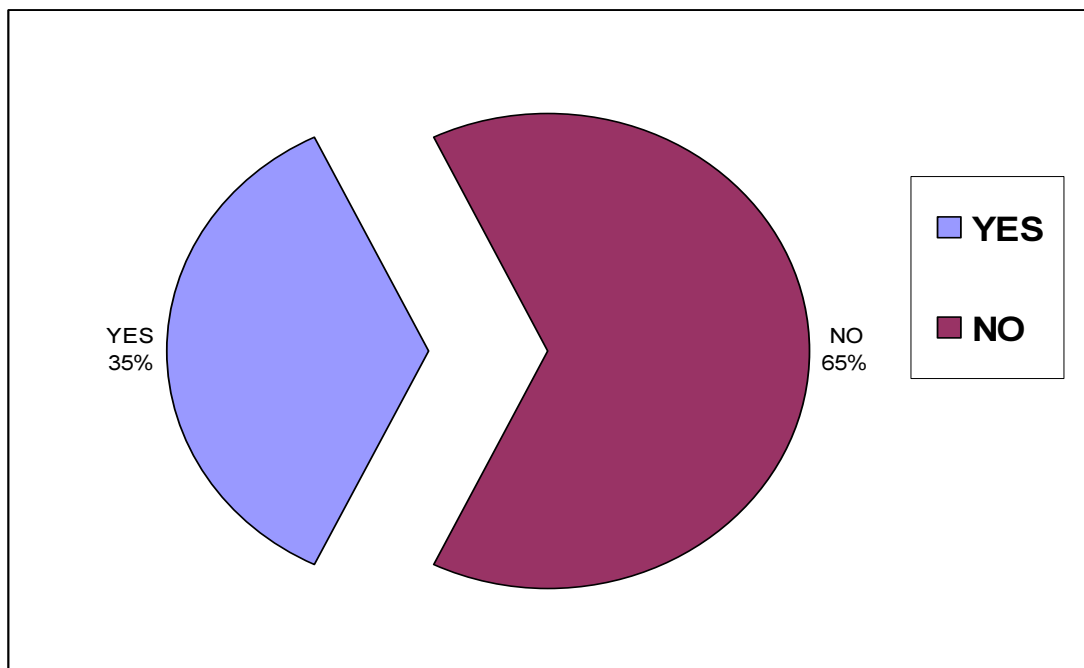
I have valued the Face book page

Question 3

Question 3 asked carers to indicate whether there was a service that would have supported them as carers but was not provided. The chart below sets out the responses.

65% of respondents felt that **No** services other than those available where required.

This is illustrated in chart below.



The question also gave the option for carers to state the services they felt would have been beneficial but not provided. A sample of responses is contained in the table below.

Services not currently offered
<i>Access to support out side of office hours</i>
<i>Help completing benefit forms</i>
<i>More support for carers across all of Buckinghamshire not just Aylesbury and High Wycombe.</i>

Question 4

The Proposal

Question 4 asks about support for the proposals set out in the consultation document.

The results are set out in the table below.

Level of support	Percentage results
Strongly Support	46.3%
Support	18.52%
Neither support or oppose	33.33 %
Oppose	0%
Strongly oppose	1.85%

A total of **65%** respondents support the proposal and only 1.85% of respondents showing any opposition to the proposals.

Question 5

Question 5 asked carers to prioritise funding to the list of 6 services. The table below sets out how carers ranked services for funding.

Rank Position	Service
1.	Advice and Information
2.	Support with emotional and physical health
3.	Supporting carers in crisis
4.	Developing the range of carers services
5.	Identification and early intervention
6.	Support planning and personalisation

Question 6

Improving identification of carers

Question 6 asked carers for their suggestions to improve the identification of carers in Buckinghamshire. Carers felt that the following two would be most beneficial.

Rank Position	Improve early identification
1.	GP recognises you as a carers

2.	More information on the services available for carers
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The question also allowed carers to offer suggestions. A sample is contained in the table below.

Other suggestions included
<i>Local news papers to have dedicated carers section</i>
<i>Need to work with Special Education departments</i>
<i>Reach out to Churches and places of worship</i>

Question 7

Transition

Question 7 asked carers to rank the services they felt young carers transitioning into adult caring roles would find most beneficial. The top three are listed in the table below.

Rank Position	Service
1.	Understanding the support available
2.	Help in understanding adult services
3.	Meeting other carers in the same position

Question 8

Technology

Question 8 asks carers about the advancements in technology and how they can be used to improve carer services.

The top three are listed in the table below.

Rank Position	Service
1.	A website with frequently asked questions and answers
2.	Fact sheets that you can download
3.	Electronic newsletters- with information on events help available

Question 9

Service operating hours

Question 9 asked carers if there was a need for the service to be open out of hours or weekends. **78%** of respondents felt **YES** there was a need for the service to be open out side of normal operating hours.

Some of the reasons stated
<i>Caring is 24/7</i>
<i>I am a working carer and cannot access current services</i>
<i>Some evening and weekend provision is needed</i>

Question 10

Improving accessibility

Question 10 was a free text question asking carers for suggestions on improving accessibility. Some of the key themes are listed in the table below.

Suggestions made
<i>Comprehensive website – BCC website too complicated and doesn't explain things to expect or where to go – not very user friendly</i>
<i>Free phone number</i>
<i>Need for services to be across all of Buckinghamshire especially at the very north and south of the county – we currently miss out</i>
<i>Need to understand the relationship between Carers Bucks and BCC</i>
<i>More local information</i>
<i>More support from GP's</i>
<i>Tailor the response to the carers – some carers can use technology others like me need face to face or telephone</i>

Question 11

Drop in service

Question 11 asked carers for their views on Drop in facilities. This was a free text question; some of the key themes are listed in the table below.

Responses
<i>Aylesbury and High Wycombe are not feasible for all Buckinghamshire residents – more local services, in local settings (GP surgeries, community centre &, churches)</i>
<i>More support in GP surgeries</i>
<i>Phone contact and one to one support currently available really excellent!</i>
<i>Drop in is too costly given the size of Buckinghamshire</i>
<i>Local support required</i>
<i>Drop in – not practical due to lengthy travel</i>
<i>Attendance would vary due to demands of caring</i>

Question 12



Question 12 asked carers if there was anything missing from the proposal. A sample of responses is contained in the table below.

Suggestions made
<i>Respite! Respite! Respite!</i>
<i>More acknowledgement for parent carers</i>
<i>Ensuring the excellent service received is continued</i>

Please ensure training continues

Look at ways of listening to carers

Key messages from the consultation

<u>Positive</u> 	<u>Negative</u> 
<p>Strong support for proposals – 65% in support</p> <p>Current service valued by carers.</p> <p>Support for funding priorities</p> <p>Carers health funded breaks – valued by local carers</p> <p>Support for extending scope of existing service</p> <p>Need to develop local carers services recognised and supported by carers</p>	<p>Carers need more help with understanding what services are available</p> <p>Need a more flexible service – more than 9-5</p> <p>Need to do more to support increasing number of very elderly carers</p> <p>Need for service to accessible across Buckinghamshire especially very north and south</p> <p>Not all services should be delivered in Aylesbury or</p>

<p>Carers training is valued</p> <p>Support to extend the use of technology to reach more carers is supported</p> <p>Carers support a county wide model.</p>	<p>High Wycombe</p> <p>GP's need to do more to support carers</p> <p>BCC website is not very good on informing carers</p>
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Next steps

The next steps in the process is to take the feedback gained through out this consultation and develop the model further, this will include writing detailed service specifications for the services we wish to commission in the future.

We have a group of carers that have committed to working with us on developing the service specifications and ensuring they are reflective of carers experiences and what they have told us.