

**Leicester, Leicestershire and Rutland draft Joint Carers Strategy 2018-2021
Summary Report of Leicestershire Responses to Public Consultation**

1. Purpose of the report

This document provides a summary of the findings from Leicestershire residents of the public consultation undertaken between 28th February 2018 and 22nd April 2018 on the draft Joint Carers Strategy 2018-2021.

The report reflects the findings of the formal consultation questionnaire, and engagement events, meetings and briefings undertaken during the consultation period.

2. Summary overview of responses and themes from feedback received

The key themes that emerged in relation to each question within the questionnaire are detailed below. This is followed by a section reflecting the additional issues raised through the face to face meetings and events.

Question Responses:

Q1 In what role are you responding to this consultation?

There were a total of 230 responses received to the consultation questionnaire. 157 (69%) of these respondents live in Leicestershire

Of this 157:

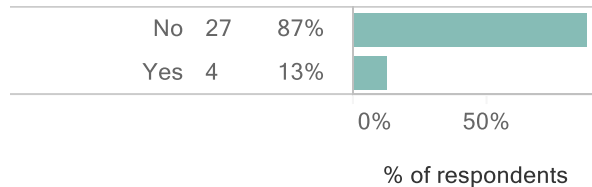
- 46% were a family member/ carer of an adult or child who uses social care
- 31% were a family member/ carer of an adult or child who does not use social care
- 9% were young carers
- the remainder was split across council staff, interested member of the public, representatives of voluntary sector or charity organisations and other stakeholders.

Q2 Asked for details of those who had responded as a representative of a service provider, voluntary organisation/charity, GP/Pharmacist or other professional stakeholder.

There were 9 organisations responses from Leicestershire and national charities, 4 of these were dementia organisations.

Q3 Are you providing your organisation's official response to the consultation?

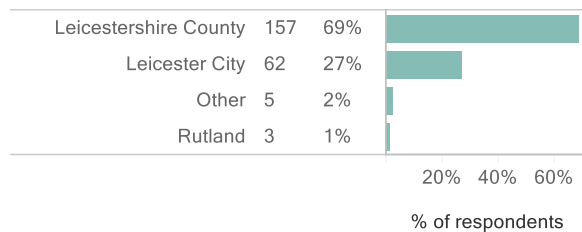
87% of respondents answering in a professional capacity were not providing organisational responses to the consultation.



Base = 31

Q4 In which area do you live?

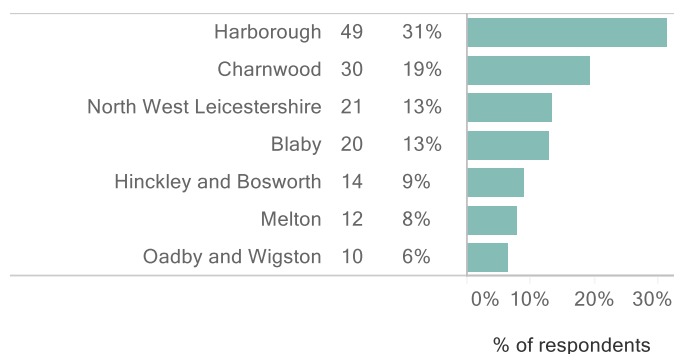
69% of respondents live in the county.



Base = 227

Q5 If you live in Leicestershire County, in which district do you live?

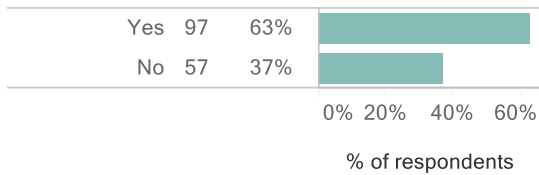
31% of respondents live in Harborough district, 19% from Charnwood, Northwest Leicestershire and Blaby provided 13% responses respectively, with the remaining districts each contributing less than ten percent <10% of the responses.



Base = 156

Q6 Are you a current user of a carers service, such as receiving a carer's personal budget, attending a carer's group, or receiving some other specific support for carers?

63% of respondents are current users of carers support.

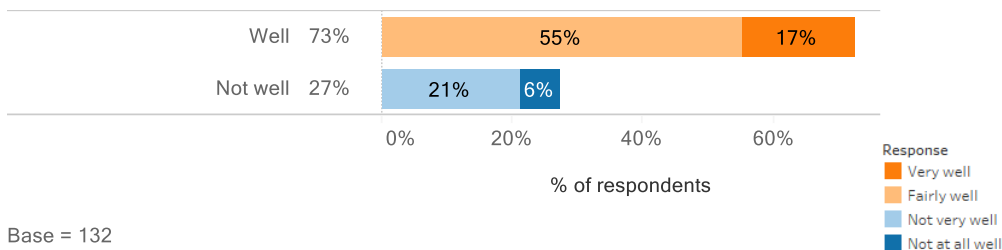


Base = 154

Q7 How well, if at all, do you think the draft carers strategy accurately reflects carers issues?

Overall it was felt that that the draft strategy accurately reflects carers' issues with 73% of respondents choosing either very well or fairly well.

27% felt it didn't accurately reflect carers' issues.



Base = 132

Q7a Why do you say this? Is there anything missing?

70 respondents chose to answer this question, 13 of them commented that something is missing but gave no details, and the other responses were coded into themes, the major theme for Leicestershire residents was lack of appropriate carer support, as carers gave responses that detailed a lack of support either in type of support offered, or information about the support on offer.

“central point of contact for all carers to access what is available to them in terms of benefits, home care help, respite care, breaks away for carers, support in the community etc instead of having to find this out on your own with no support coming as an automatic especially if you live in a rural area with no nearby facilities for help”

“The strategy is ok but there aren't any actual support services for working carers in my area at a time and location that I can access. There are no alternatives in other areas either”

“I am fairly good at finding out what is available to us in terms of services - the problem is the services we want often don't exist or are not of a high quality. There seems to be an assumption that I need to talk, meet others in a similar situation over a nice cup of tea and a biscuit, learn to meditate and manage my stress - cynically I think this is because these things are reasonably cheap! I wouldn't have so much stress to manage if high quality education and real expertise were available to me! No good helping me become aware of what's out there is nothing very useful is!”

“carers need specialist help to cope with issues they are not trained in.”

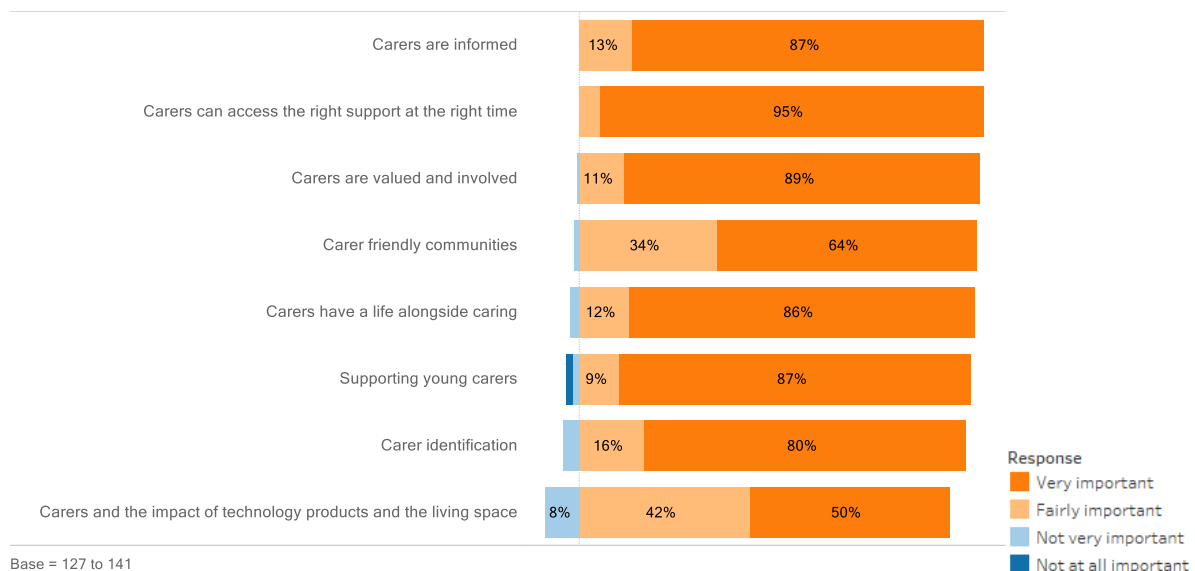
“Need training i.e. moving and handling, first aid etc, carers allowance needs increasing”

“Caring for people with dementia. It is important that the carer is prepared and informed when the early signs of a disease appear, prior to diagnosis, to understand the nature of the disease, its progression, the access to information, training and the preparation of the residence. The strategy deals with this but after diagnosis. This results in many potential carers, particularly males, being deterred from caring at home even when that is the wish of the person.”

Q8 How important, if at all, are the following priorities to you?

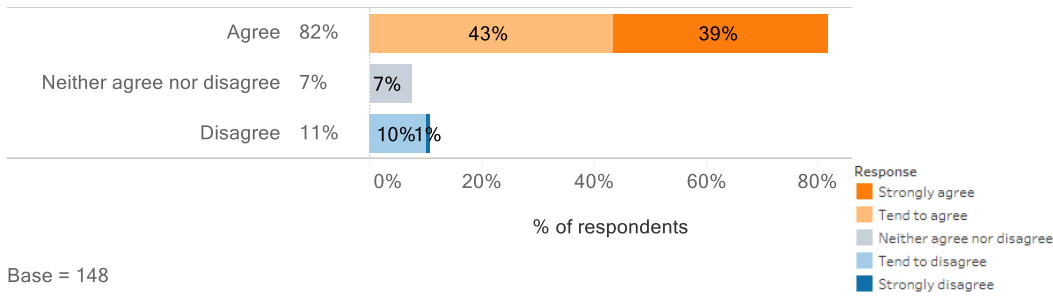
1. Carer identification
2. Carers are valued and involved
3. Carer friendly communities
4. Carers are informed
5. Carers have a life alongside caring
6. Carers and the impact of technology products and the living space
7. Carers can access the right support at the right time
8. Supporting young carers

When respondents were asked how important the eight priorities were all priorities were voted as very or fairly important, by over 90% of respondents.



Q9 To what extent do you agree or disagree that these are the right priorities?

82% of respondents agreed that these were the right priorities; 11% disagreed.



Q9a Why do you say this? Are there any other priorities that should be included in the strategy?

80 respondents chose to provide further information on this question, and although the majority felt there were no other priorities, comments that were left focussed on the support required by carers and comments around health partners.

“More help for Dad so he can have more time to spend with me as he cares for my Mum”

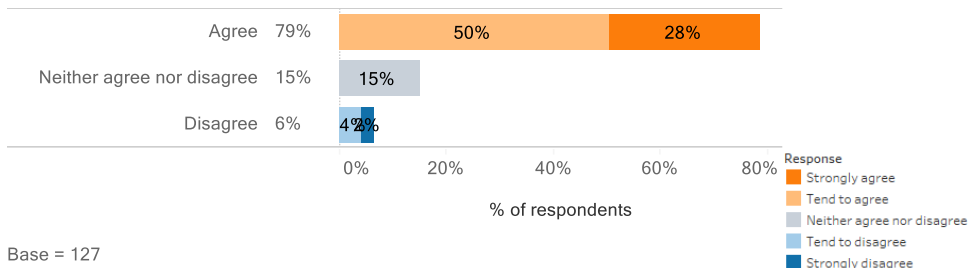
“Financial, emotional and loneliness support for carers. More accessible and flexible support.”

“.. many people like me are caring for people who don't use social services and we seem to be missed from your strategy. I go to my GP regularly about the stress I feel and no one has ever mentioned support for carers so I don't really understand what the benefit is of being identified when there isn't actually any support I can have anyway”

“Currently feeling undervalued as carers with support varying between GP surgeries”

Q10 To what extent do you agree or disagree with the actions proposed to deliver these priorities?

79% of respondents agreed with the actions to deliver these priorities.



Q10a Why do you say this? Are there any other actions that should be included in the strategy?

58 respondents chose to provide further information; 40 of these comments didn't recommend additional actions but did raise concerns over delivery details.

"...lack of clarity on proposals but general agreement with ideas"

"But I cannot see how you can deliver the priorities with all the budget cuts taking place. Is the whole thing a 'box ticking' exercise that will make no practical difference?"

"They seem like just empty words. I can't see how any of the actions would make a difference to me."

"I am interested to see how these will be implemented it didn't really happen with the last one? Is this just a paper exercise?"

"Would agree strongly but I'm not convinced that there are sufficient funds or staffing for it to really happen in a timely fashion."

Q11 Is there anything you particularly like about the draft strategy?

92 respondents left comments, and 61 of these were positive comments, 14 were positive with some concerns, (concerns were largely based around the delivery detail) 13 were negative.

Positive comments included;

"The inclusion of quotes from carers. It's good that it's across all the local statutory organisations."

"Working together is starting to filter through"

"The input from actual carers has been noted."

"Yes carers being recognised as partners"

Negative comments were largely a "No" response however some longer comments were left;

"..our child can't go to their Young Carers club when their dad is working away as the Council withdrew funding for the transport. Their friends have had similar experiences.... The Council expects that everyone can afford and be able to drive a car. Therefore it can be said that a Young Carers are not supported if they can't access their support group because they can't get transport"

“Its a start but it lacks detail, and lacks information on proposed means of implementation.”

“I like that there is some attention on this issue. I know what often happens in these situation though, unfortunately. The true issues will be kicked into the long grass and bureaucracy will take over. By the time any changes even begin to be implemented it'll all go on hold as a general election will be approaching...I know for a fact people like me will receive no extra financial support any time soon ..”

Q12 Is there anything you particularly dislike about the draft strategy?

There were 76 responses to this question, 45% responded No, 55% responded Yes of those that answered Yes 23% of these had concerns regarding Delivery Details, and 14% of these had concerns regarding engagement and the additional pressure on carers to input into strategy. 11% left comments around the language and length of the document.

“It’s just words and is unlikely to have any meaningful impact”

“I am concerned that the whole exercise is a 'box ticking' exercise and that, in practical terms, nothing will change.”

“I don't believe a new strategy will make a huge difference. It's all down to funding and we all know that we are at the bottom of the list for funds.”

“Lack of detail around how it will be monitored and managed. Lack of 'teeth' to ensure delivery... The agencies/councils have periodically spoken about taking a 'joined up approach'... it has never happened... so this new strategy should look at what/why past strategies have failed. If they do not understand 'why' then there will be limited confidence in the carer community that things will change for us.”

“additional responsibility in needing to engage with strategy on top of caring role. Desire for more engagement in districts”

“It's a little confusing”

“All jargon, I didn't understand most of it, what are commissioning exercises, carer pathways strength based approach sorry I do not understand. It didn't seem very relevant to the daily stress and hard work that I am doing to supporting my son with his mental health where do I go to get the emotional support and understanding I need?”

“Too much background information and lack of detail in delivery”

Q13 What would make the most difference to your life as a carer?

130 respondents answered this question, and 53% gave a response based around carer support that they require, or lack of appropriate carer support for them.

When examined a third of these were around requiring a form of respite or time for themselves. A quarter of these responses were around getting easier access to information and support, a number of responses were categorised as a “one stop shop” as they contained calls for a universal point of access for carers services.

“Access to social care, short breaks and respite through a personal budget so I can ensure this support works to suit my family and the person I care for.”

“Time for me. My life is on hold while I look after Mum and support Dad, who is falling apart. As a full time working 30-something, I should be able to do normal things. But all I do is look after Mum, put Dad back together, work and sleep.”

“More regular out of house respite support”

“Respite (only on occasions) Not always able to get carer for important appointments etc”

“Recognition of my information on what I need as support as a carer. A universal accessible place to get information or support locally”

“One central contact person and phone number, email. Someone who could point in the right direction where to go for what service.”

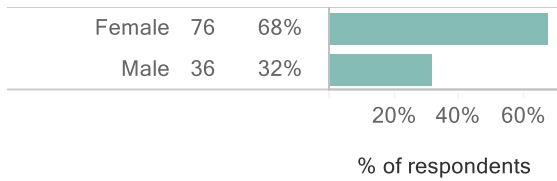
Q14 Do you have any other comments?

There were 92 responses to this question:

- 25% related to lack of appropriate carer support
- 19% stated they had nothing more to add
- 14% had apprehensions around the delivery details of the strategy
- 8% raised concerns over lack of appropriate services for the person they care for
- 7% commented how important the carer support groups are to them

About you

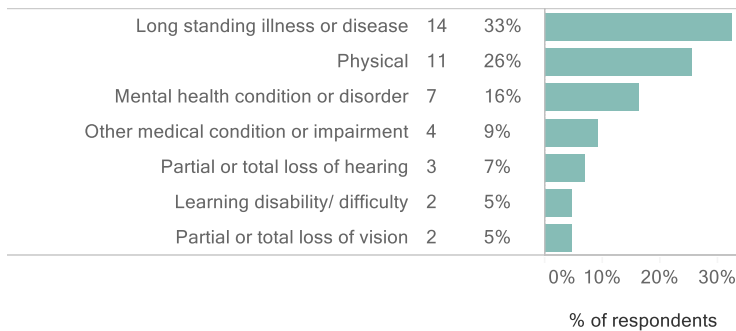
Not all respondents were asked to complete these questions (i.e. only if identified as ‘a carer, social care user/ family member of a social care user or an interested member of the public in Q1); of those that did, we were able to ascertain that the majority of respondents were female.



Base = 112

79% of those that completed this section were carers of a person aged 18 or over.

Health condition of the respondents is shown below:

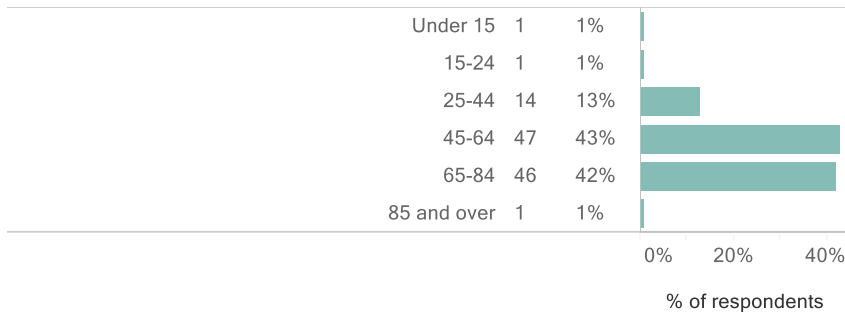


Base = 43

93% were white British 3% classified themselves as any other ethnic group and 2% any other white background, with the majority of respondents being aged between 45 and 84, with 43% of respondents being aged 45-64 and 42% aged 65-84.



Base = 107



Base = 110



Base = 108

Issues raised at face-to-face meetings

LCC officers were invited to attend 8 meetings across the county to inform groups about the strategy, including the event at County Hall 118 individuals were spoken to about the consultation.

In addition to the issues relating to specific questions in the consultation which are reflected above, the following were identified as important to stakeholders:

- A key point that emerged in the majority of face to face settings was health, GPs and Hospitals and perceptions of their view of carers. Comments included lack of identification and support of carers by GPs, and hospitals not recognising carers' concerns about the discharge process not involving carers.
- Attendees felt that a lack of support was available generally for carers, particularly around emotional support.

- There were also a number of comments made around lack of suitable services for the person they were caring for, a feeling that providers of these services are relying on carers and they have insufficient time for breaks.

3. Key Themes Emerging

The information gathered during this consultation will be used to inform the way forward. The key issues which the commissioners have identified are:

- The draft strategy was welcomed and the majority of respondents feel it reflects carers' issues.
- There is general support for the draft strategy, but there is a clear call for the action plans to be released to allow for comment on the delivery detail of the strategy.
- Leicestershire respondents believe there is a lack of appropriate carers services available.
- Carer recognition was highlighted as a positive theme.
- Young carers receiving appropriate support, was another theme identified.
- Services provided for the cared-for also came under scrutiny; it appears that carers generally agree that the way in which services are provided for the cared-for creates a level of carer strain for varying reasons.
- Respite was another apparent theme of concern through the responses, and was used in varying contexts:
 - Cared for overnight breaks
 - Cared for short stays
 - Carers' sitting services
 - Carers' breaks

This demonstrates a level of confusion around the terminology we use; clarification is needed to ensure there is a clear consistent offer to carers.

- A number of responses were coded as health or health partner issues, there appears to be a disparity between services received in GP surgeries across the county and some concerns raised about the interface between health and social care.
- A collection of comments were also made regarding the strategy document not being easy to read, based around the language used and length of the document, both in consultation responses and during face to face engagement.

The information contained in this document has been used to inform the development of the Leicestershire County Council action plan which will support delivery of the strategy.

Engagement activity

Contributor	Recipient Name	Summary of communication
Leicestershire County Council	Provider communication	Shared in online provider groups - Knowledge Hub - forum groups
	Provider communication	Encouraged provider staff to complete at residential care forum
	Members News in Brief	Update to cabinet members
	Internal Staff	Email to all users ASC staff
	Posted details on two Knowledge Hub Forum Groups	Posted consultation details on shared hub to 50 provider contacts
	Sent to Mental Health provider forums	40 contacts
	Local Offer Roadshow	Stand with information and promotion of consultation
	Social Media messages	Via corporate Facebook and Twitter accounts and haring of partners social media messages
	Carers Officer	Attended 4 carers' groups and held evening meeting at County Hall
	Commissioning Business team members	Attended 2 carers' groups
	Parish councils newsletter article	March issue
	Press release	Issued 22.03.18
	Media Coverage	Leicester Mercury article – 29/03 – very positive piece Hinckley Times article – 04/04 – very positive piece Coalville Times article – 05/04 – very positive piece

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