

## Appendix One: Carers Future Options Engagement Summary

1. Adult carers feedback obtained through all forms of consultation is summarised as follows:

<b>When you first start to think about your needs as a carer, how would you prefer to find information, advice and guidance?</b>	The majority of Carers advised they would	- Source information, advice and guidance via searching the internet, through a dedicated carers service or by speaking to friends and other carers
	A number of Carers advised they would	- Source information, advice and guidance by speaking to somebody who already knows their story, through social media, the Council's website, or speaking to somebody at their doctor's surgery
	A few carers advised they would	- Source information, advice and guidance via Staffordshire Connects, other support mechanisms such as hospice, school or coffee mornings offered by day opportunity services
<b>When you first tell your story or talk about the information or support you may need, how would you prefer to do this?</b>	The majority of Carers preferred to	- Undertake this face to face either at their home or another location or over the telephone
	A number of Carers preferred to	- Conduct an online self-assessment - Tell their story when they first engage with social care regarding the needs of the person they are caring for
	A few carers preferred to	- Have their assessment conducted at the same time as the person they are caring for's assessment
<b>If you currently access services or receive support as a carer, what works well for you in terms of the support you currently receive?</b>	The majority of Carers responded:	- Having somebody to talk to that understands the caring role - Regular breaks from caring through the provision of replacement care
	A number of Carers responded:	- Having access to the Personal Wellbeing Budget to enable time away from caring to pursue hobbies
	A few responded: carers	- Gaining support to receive carers allowance - Having access to a carer direct payment
<b>If you currently access services or receive support as</b>	The majority of Carers advised	- That they were unaware what support was available, from where and if they were eligible, in particular with regards to the Personal Wellbeing Budget - Existing carers groups are not tailored to the interests or needs of many carers

<b>a carer what does not work well in terms of the support you currently receive?</b>		- Lack of coordinated support, duplication causes confusion
	A number of Carers advised	- The need to constantly repeat your story and the emotional toll this can take - No dedicated support for Young Adult Carers 18-25, groups are either for Young Carers or older adults
	A few carers advised	- There is a lack of employer liaison and support as well as a lack of support with transport
<b>What makes/ would make the biggest positive difference to help you to carry on caring?</b>	The majority of Carers responded:	- Support dealing with benefits and form filling - The ability to have a life outside of the caring role - Talking to somebody with similar experiences or who could offer advice - Access to a range of groups to align with carers interests, needs and age
	A number of Carers responded:	- To know where to access support and eligibility - Support with emergency and contingency planning - Help to find activities that the cared for can access to enable the carer to have a break - Support with odd jobs such as mowing the lawn and collecting prescriptions
	A few carers responded:	- Employer liaison and support - Training to support with the caring role
<b>If attending a regular group would support you to continue caring, which of the following are important to you?</b>	The majority of Carers	- Saw value to existing carers group, however they do not meet the needs of some carers, e.g. young adult carers, working carers or those that would prefer to spend their time away from caring doing something aligned to their hobbies and interests - Wanted to attend groups during the day
	A number of Carers	- Advised that they would like to attend groups in the evening and weekends - Would like to bring the person they are caring for along with them to have fun and make friends to enable the carer to enjoy themselves without worrying
	A few carers	- Reported that they had no interest in attending groups
<b>If you were able to take a break from your caring role how would you prefer to do this?</b>	The majority of Carers	- Prefer to access a regular break for a few hours to socialise and maintain friendships or to pursue their own hobbies and interests
	A number of Carers	- Would prefer to access an annual short break - Would find benefit from a respite budget per annum to use as needed
	A few carers	-
<b>Do you have any other comments or suggestions you would like us to take in to account?</b>	The majority of Carers	-
	A number of Carers highlighted	- The need to ensure information, advice and support aligns to the needs of the person carers are looking after, support needs to be tailored

	A few carers highlighted	<ul style="list-style-type: none"> <li>- that Carers often do not have the time or energy to research things for themselves, effort tends to be invested more in the person being cared for. It would be of great value to be offered regular health checks and moral support in coping with the responsibilities of caring</li> <li>- Support needs to be spread across the County</li> </ul>
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2. Professionals & Other Stakeholders feedback obtained through all forms of consultation is summarised as follows:

<b>Do you know where to signpost Carers to obtain an assessment of their needs?</b>	The majority of Stakeholders	- Advised that they knew where to signpost a carer, however in terms of where they would signpost carers this varied from Staffordshire County Council, to the current commissioned service and to other third-party organisations operating in the local area but not currently commissioned by the Council or CCG's
	A number of Stakeholders	-
	A few Stakeholders	- Did not know where to signpost carers
<b>How would you prefer to source information, advice and guidance when supporting or signposting a Carer?</b>	The majority of Stakeholders	- Would source information from a dedicated carers service or the internet
	A number of Stakeholders	- Would speak to colleagues, utilise Staffordshire Connects or the County Council website to source carers specific information
	A few Stakeholders	-
<b>What would be the most effective way for us to communicate any changes to commissioned services or service pathways to you?</b>	The majority of Stakeholders	- Advised that email or attendance at team meetings would be the best way to communicate any changes to services to them
	A number of Stakeholders	- Advised that posters that can be displayed in their place of work would be the best way to communicate any changes to services to them
	A few Stakeholders	- Advised that a digital newsletter or personal face to face meetings would be the best way to communicate any changes to services to them
<b>Through your interaction with carers, what have Carers told you makes/ would make the biggest positive difference to help them to continue caring?</b>	The majority of Stakeholders responded:	<ul style="list-style-type: none"> <li>- An easy way to find and access information, advice and support when needed, including advice about likely eligibility</li> <li>- The opportunity to have some time to themselves</li> <li>- Emergency and contingency planning</li> <li>- Practical support – advice on benefits and form filling</li> <li>- Having someone to phone up and talk to when the caring role gets difficult</li> </ul>
	A number of	- Meeting other carers in the same situation

	Stakeholders responded:	- Respite (emergency and regular)
	A few Stakeholders responded:	- Condition specific information - Availability of training that can help them in their caring role, such as first aid and manual handling
<b>Do you have any other comments or suggestions you would like us to take in to account?</b>	The majority of Stakeholders highlighted	-
	A number of Stakeholders highlighted	- A need to improve response times, the identification of carers and the geographical spread of support across the County
	A few Stakeholders highlighted	- The need to specifically improve the offer for specific groups of carers including young adult carers, working age carers and those caring for individuals with poor mental health and Autistic Spectrum Conditions

3. Young carers feedback obtained through all forms of consultation is summarised as follows:

<b>When and how did you first realise you were a Young Carer?</b>	The majority of Young Carers	- Realised they were a young carer between the age of 5 and 9 years of age after being informed by their parents
	A number of Young Carers	- Were informed that they were a young carer by a Young Carers Key Worker or Social Worker
	A few Young Carers	- Realised they were a young carer between the age of 10 and 15 years of age - Were informed that they were a young carer by relative, teacher, doctor or friend.
<b>What happened to make you realise you needed to speak to someone?</b>	The majority of Young Carers advised they	- Were told that they needed to speak to somebody to get help - Experienced a high level of stress which caused them to confide in somebody
	A number of Young Carers advised they	- The person they care for became ill or had an accident - Their caring role became 'too much'
	A few Young Carers advised they	- Realised on diagnosis of the person they are caring for - Felt lonely
<b>Did you feel that you could ask</b>	The majority of Young Carers	- Felt that they could ask for help if needed - Would seek support from their existing young carers service or parents,

<b>for help and did you know where to get it?</b>	A number of Young Carers	- Would seek support from their teachers, other relatives or friends
	A few Young Carers	- Felt that they could not ask for help if needed
<b>Why do you think some Young Carer's don't tell anyone about it or wait a long time to?</b>	The majority of Young Carers felt that	- Young Carers might be scared, anxious or stressed, unsure who to tell or think they can handle it on their own.
	A number of Young Carers felt that	- Young Carers may not want to worry anybody, they don't see anything wrong as it is normal for them or they may be embarrassed or ashamed
	A few Young Carers felt that	- Young Carers may be too shy to speak to anybody, think they are the only person in this position or do not want to bother anybody
<b>Who do you confide in?</b>	The majority of Young Carers	- Advised that they confide in parents or teachers
	A number of Young Carers	- Confide in friends, other family members or a young carer key worker
	A few Young Carers	- Speak to their social worker - Do not want to confide in anybody
<b>Do you prefer to speak to someone you know or someone you don't know?</b>	The majority of Young Carers	- Prefer to speak to somebody they already know
	A number of Young Carers	- Don't have a preference and are just as likely to confide in somebody new to them as somebody they already know
	A few Young Carers	- Prefer to speak to somebody they don't know
<b>How easy do you think it is for a young carer to get help?</b>	The majority of Young Carers	- Advised that it was easy to get help but only if you know where to go
	A number of Young Carers	- Advised that it was hard to know who to speak to in order to get help
	A few Young Carers	-
<b>Does caring have an impact on your school life?</b>	The majority of Young Carers	- Did not feel that caring impacted on their school life but it did impact on their ability to study at home, mainly because they don't have time to undertake homework due to their caring role and they struggle to concentrate
	A number of Young Carers	- Have had to take time off school due to their caring role - Worry about the person they are caring for when they are not at home

	A few Young Carers	- Struggled to undertake home work because parents don't have the time to help
<b>Does caring impact on your friendships?</b>	The majority of Young Carers advised that	- They couldn't have friends at their house or couldn't go out to spend time with friends due to their caring role - Their friends didn't understand the difficulties of being a young carer
	A number of Young Carers advised that	- Caring didn't have an impact on their friendships
	A few Young Carers	-
<b>Thinking about caring, what worries you most?</b>	The majority of Young Carers	- Reported that they worried about the person they care for becoming ill, having an accident and/ or never getting better - Worried about being away from the person they are caring for
	A number of Young Carers	- Advised that they did not worry
	A few Young Carers	- Worried about people not understanding, not being able to cope, the person they are caring for having to go through an operation, relapsing or death
<b>What help has made the most difference to you?</b>	The majority of Young Carers reported:	- Meeting other people who understand the realities of being a young carer - Having a break from their caring role
	A number of Young Carers reported:	- Speaking to someone who understands - Help and support from parents
	A few Young Carers reported:	- Support from school - Found comfort in journaling - Being able to talk about their caring role