

	Lack of time – to think beyond what is happening, and taboo about asking for help prevent people identifying themselves as carers	
Do social care, health and other professionals in York recognise carers and treat them with respect?	<p>Some do, some don't</p> <p>Many do, some don't follow policies</p> <p>More focus needed on integrated assessment = cared for and carer together</p> <p>More focus needed on holistic assessment – whole person</p> <p>GPs better than hospital staff</p> <p>Carers need to tell GPs they are caring</p> <p>Many especially young carers feel not included in planning for cared for person by professionals</p> <p>Neighbours and friends less likely to be identified</p> <p>May be recognised but impact of caring not understood</p> <p>Needs of cared for person will often be prioritised</p> <p>Language used by professionals may be difficult</p> <p>Need to ask if there is a child in the family</p>	<p>4</p> <p>3</p> <p>5</p> <p>2</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p>
Who else in the City needs to be carer aware to make sure carers get the help they need?	<p>Everyone</p> <p>All health professionals</p> <ul style="list-style-type: none"> • Those diagnosing new condition – think impact on whole family • Hospitals – especially around discharge • Emergency services • GP practices <p>Public – door to door leaflet drop, local media</p> <p>Council services</p> <ul style="list-style-type: none"> • Housing • Youth services • Schools & colleges • Finance 	<p>5</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>3</p> <p>2</p> <p>2</p>

	<ul style="list-style-type: none"> • Universal services • Pharmacy staff <p>Community groups, voluntary organisations</p> <p>Funders and those making decisions</p> <p>All employers</p> <p>Other comments</p> <p>Continuing programme of awareness raising and training needed – turnover of staff</p>	<p>3</p> <p>2</p> <p>2</p>
What information do carers need?	<p>Varies by individual circumstance</p> <p>Information on specific conditions</p> <p>Benefits</p> <p>Respite</p> <p>Rights and legal issues</p> <p>Right to Carers assessment, and cared for persons assessment processes</p> <p>Benefits of being recognised as a carer</p> <p>Support available</p> <ul style="list-style-type: none"> • Where to get it • What it might cost • Funding available <p>Carer forums and peer support</p> <p>How to support own health and wellbeing</p> <p>Access to advocacy</p> <p>Keeping or getting back to employment</p> <p>Education</p> <p>Other comments</p> <p>Information must be kept up to date – accurate and accessible</p> <p>Must be ‘right time’</p>	<p>4</p> <p>5</p> <p>4</p> <p>3</p> <p>5</p> <p>4</p> <p>1</p> <p>4</p> <p>2</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>2</p>

	<p>People need hands on support not just information People need support to understand the information</p>	
How do they manage to get it?	<p>Luck or hard work Often only in a time of crisis Signposting by others</p> <ul style="list-style-type: none"> • York Carers Centre • Council and Advice agencies • Voluntary organisations – Age Concern, Alzheimers • Some GPs • Health services • Carers forums • Social Services • Wide awareness needed - public and universal services <p>Internet Professionals Schools</p> <p>Other comments Needs a range of media – leaflets not enough on their own Needs to be individually sensitive – time and format Language important – carer may not mean anything to many</p>	<p>1 1 2 6 2 2 2 1 1 1 1 1 1 2 1</p>
Where do they get it from?	<p>Friends GP surgeries Supermarkets – good place to make contact Local media Schools Social services Community centres</p>	<p>1 1 1 1 1 1 1</p>

	<p>Information boards</p> <p>Email</p> <p>Needs to be everywhere</p> <p>Carers Centre</p> <p>Other comments</p> <p>Need to be available when start to be a care – and when start to use services</p> <p>Are there key points In people’s lives – eg retirement?</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>
Any other comments	<p>Importance of not duplicating information</p> <p>More face to face methods needed</p> <p>Technology works only for those comfortable with it</p> <p>Knowing people there to help may be all that is needed for some people</p> <p>Directory of services needed to give information to professionals and advices centres to share</p> <ul style="list-style-type: none"> • one provider reports they have never been contacted by advice centres to find out what they offer <p>Emotional support needed before it reaches crisis</p> <p>Better support for cared for person will often help carer</p> <p>Must look after carers if we want to keep people living at home for longer</p>	