

## Summary of responses to consultation for Carers Review

### Carers' responses

Question	Responses	Number	
When did you first start thinking you were a carer and what made you aware?	After cared for had a spell in hospital	2	
	Cared for unable to do key tasks themselves & manage their own affairs	6	
	Gradually crept up - had to give more attention and do more for the cared for person	5	
	Volunteer at Alzheimer's Society asked carer if they had contacted Social Services	1	
	Upon diagnosis of a condition	3	
	At a point of crisis	1	
	Care assessment needed for cared for person	1	
	Onset of memory problems	3	
	On attendance at the 'Caring & Coping course'	2	
	Needed help and personal care	1	
	Friends saw me as a carer	1	
	<u>Other comments</u>	Cared for person also a carer themselves – mutuality/complexity	
	<u>Young Carers Group comments</u>	When started to attend secondary school – realise do more than other people of the same age	
	Don't know they are a carer until they become involved with the young carers service		

Have social care, health and other professionals in York recognised your role as a carer and do you feel you have been treated with respect by them?	Nothing but praise for them	2
	Been very well treated	4
	Caring & Coping course was a great help	3
	Alzheimer's Society helped and understood	1
	Yes	10
	Time to myself is a 'god send'	1
	No – upset over range of professionals' attitudes	1
	No – not supported early enough	1
	No – there are issues about also being the cared for's advocate as well as their carer	1
	Some - GP doesn't seem to understand, doesn't like carer attending with cared for	2
	Dementia Assessment excellent	1
	Yes, but very gradually – carer's needs not considered and person being cared for is seen as more important	1
	Impact caring has on carers' lives not always recognised	1
	Carers Assessment was invaluable	1
	<u>Other comments</u>	
	A number of individuals were named and praised for the work they do	
	Caring & Coping course invaluable but doesn't want groups as wants to get away from the condition the person being cared for has	
	Don't want too much respect – this would mean that wouldn't have been pushed to accept help	
	<u>Young Carers Group Comments</u>	
	Not really	
Health professionals often do not speak to young carers even though they are often the ones who know most about the cared for's condition		
Social workers and other professionals often visit when young carers are at		



	Schools, GPs, healthcare professionals, external care professionals, external care agencies coming into the home, social workers Already registered with the Emergency Card & Warden Scheme	
What information do carers need?	Where to get help and advice	4
	How to deal with dementia in the home	1
	Caring & Coping course helpful	2
	How to get help as and when it is needed & who to contact for support	2
	How to claim benefits & what benefits are available	5
	Information pack from Social Services was useful	1
	An understanding of the condition of the cared for – both physical and mental	4
	Legal information	3
	Need publicity about where to go if need more information	1
	Help with getting equipment	1
	As much as possible	1
	Permanent, non-changing phone number for care services at the Council.	1
	Not an 0845 number. Out of hours a problem	
	Dependent on individual case	1
	Attendance Allowance	1
	Council Tax	1
	Voluntary Sector Support	1
	Community Health & Care Workers	1
	Dementia Cafés	1
	Talking to carers informally	1
	Finances	2
	Availability of day care	1
	Availability of short term respite care	1
	Library Service	1
	Social meetings	1
	Don't know what you need or want if you don't know what is available	1

	<p>Would be good to have annual visit to carers to check how things are</p> <p>A named person to contact for help</p> <p>What to do in an emergency or when something out of the ordinary happens</p> <p><u>Other comments</u></p> <p>Not always easy to find out what is available</p> <p>Knowing that you are not on your own</p> <p>Took a year to find out that I was entitled to a reduction in Council Tax</p> <p>What to do when a condition worsens</p> <p>Someone who will deal with non-personal care problems</p> <p>All the information is out there once you access any of the services. One service will recommend another service and they will guide you along</p> <p><u>Young Carers Group Comments</u></p> <p>What support is available</p> <p>What to do if something goes wrong</p> <p>Who to ask</p> <p>Information isn't a major need for young carers</p>	<p>1</p> <p>1</p> <p>3</p>
<p>Have you managed to get this information?</p>	<p>Yes</p> <p>Not always</p> <p>No</p> <p>Gradually</p> <p>No because these services are not available</p> <p><u>Other comments</u></p> <p>GP was excellent at getting right people out to undertake an assessment</p> <p>Carers pack sent to me but dyslexic so carer support worker helped</p> <p>Lots of information given by social workers, nurses, occupational therapists and physiotherapists – very helpful</p>	<p>18</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>



Any other comments	<p>Caring &amp; Coping course is really helpful. Difficult to attend if need to care for someone (ok if it is on the same day as respite care)</p> <ul style="list-style-type: none"><li>• Would have preferred not to have lots of bits of paper, a book would have been better – know it's more costly.</li><li>• Not listened to. Managing drugs is problematic, especially if there are lots of them</li><li>• Care workers coming into the home need to be more hands on and need to realise that the cared for 'doesn't always mean what she is says'</li><li>• Carers Assessment helpful but there doesn't appear to be any link between that and the Care Managers/Care Services</li><li>• Carers asked to deal with things that are in the cared for's best interest without any regard for whether or not it is in the carer's best interest</li><li>• Harmony Café needs more recognition</li><li>• Care Worker pushed me to accept my limitations and ask for more help</li><li>• Family and friends are very important and trying to keep being part of the normal world as long as possible</li><li>• Often feel overwhelmed by the numbers of groups offering help</li><li>• If carers could be referred by GPs to the Carer's Emergency Card Service where needs could be assessed and appropriate help filtered from the wealth of groups and services available</li><li>• The support that both my wife and I have received has been first class and really appreciated</li><li>• Admission to a medical ward in hospital if the patient has dementia is problematic – training in handling dementia required – little notice given to carer &amp; no falls prevention. There was a delay in transfer from first social case worker (3 weeks) to second which leaves one in limbo at a time of crisis</li></ul>	
--------------------	---	--

	<ul style="list-style-type: none"> <li>• Once a person is identified as a carer it would be helpful if the Doctor could hand out a pack providing basic information i.e. contacts for York Carers Centre. This would lead to a Carers Emergency Card Assessment of need by Social Services who could also provide advice on grants, benefits etc and link into Crossroads. Secondly information on the relevant condition/condition organisation would be useful (ie Alzheimer’s Society, MS Society). Thirdly contact details for the local branch of Age UK who offer lots of advice and links to their support team In Safe Hands. Fourthly contact details for the Citizen’s Advice Bureau who can provide information on residential homes and advice on paying fees</li> <li>• Information pack only received after 3 years &amp; contained too much information for a new carer</li> <li>• Waiting lists are often long &amp; funding has often run out</li> <li>• The offer of some day care or respite would be the greatest benefit. The 24/7 caring is the most difficult</li> </ul> <p><u>Young Carers Group Comments</u>  Information is not the most important need for young carers. They ask for support in school and support in their caring role such as a chance to talk, chance to meet others in a similar situation and the chance to be a child or young person.</p>	
--	--	--