

Summary of the Feedback from the Carers Information Day 27th May 2015

A summary of the issues discussed at the event is listed below. These are the ones which were raised the most (although all comments were captured and retained).

If you would like to have your say or add anything further, please complete our online survey before 26th June: https://www.surveymonkey.com/r/Carers_Support_June_2015

Barriers

Information full of jargon and some is of poor quality
Information is not communication
Contact centre / social services

Repetition and Language

Constantly telling the same thing to different people
Too much paperwork
Requirement for advocacy

Suggestions of improvement

Explaining carer and cared for history so many times
GP's lack of awareness / responsiveness
Discharge planning
Fighting for everything – working against professionals not with them
Delays in appointments

What you would like

Employment recognition and flexibility
Carer at the centre / more empathy
Appropriate care
Appropriate day centres
Affordable care
GP check-up for mental health
Information check-up at diagnosis point
Continuity of care
A lead professional (not necessarily in Social Care)

What made life easier

Not feeling alone
Having someone to talk to me and explain
Some options for you
A night's sleep
Carers Course(s) e.g. Preparing for adulthood, Rethink, Alzheimer's
There are a lot of things out there; if we find them
The right case worker was great!
Peer support (groups or 1:1)
Thorough Assessment
Continuity of care
Good Care
Single point of contact