**Adult and Parent Carers Engagement Spring 2018 - Feedback**

Firstly we would like to thank everyone who responded to the Adult and Parent Carer questionnaire, or who attended one of the 15 workshops held in Spring of this year. We understand that your time is very precious and therefore are grateful to you for taking the time to participate in the engagement.

We would also like to thank all of the agencies and organisations who advertised this engagement for us, to help us gather as much feedback as we could. We had 75 carers attend our workshops and 346 carers respond to our questionnaire. All of this has been considered and analysed and informed the specifications for the new carers support contract, which will commence in April 2019. Until then we continue to work closely with providers and partners to improve our support for carers across Gloucestershire.

We have written a report based on the comments and feedback we received and attach the report in full for you to read should you have time; otherwise we draw your attention to the table overleaf containing some direct action based on your feedback. The full report, including the table, is included in the information available to providers interested in bidding for the new contract.

If you have any questions regarding this, please do not hesitate to contact the team by emailing [commissioningadmin@gloucestershire.gov.uk](mailto:commissioningadmin@gloucestershire.gov.uk) or phoning 01452 328598.

We thank you again for your time.

Debbie Clark

Lead Commissioner Health and Social Care, Gloucestershire County Council and NHS Gloucestershire Clinical Commissioning Group

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| You said… | We did… |
| *I want to feel valued and respected* | The new specification puts a lot of emphasis on Gloucestershire becoming more Carer Aware. We need to work with all aspects of society, including health and social care professionals, to ensure carers feel valued, respected and empowered. |
| *I need an opportunity to have a break from my caring role.* | The new specification will ensure timely access to carer breaks following a proportionate assessment |
| *I value peer support from people who have similar experiences.*  *I want improved access to training to help with the cared for.* | The new specification will ensure new infrastructure to support peer groups  There is a focus in the new specification for better partnership working with condition specific training available in the county and for more accessible Positive Caring Programme courses. |
| *I want to be identified as a carer as early as possible.* | * There will be a renewed focus on the hospital liaison role. * A work programme is being developed to increase the awareness of carers, and what support is available for carers, to GP Practice staff. * There will be a renewed focus on collaborative working. |
| *I feel overlooked by professionals* | * More focus will be required to raise the profile of carers in Gloucestershire and the value of involving them as “experts” in the people they care for. |
| *I am put off a carers assessment because I feel that there is very little support I can access.* | * A new diagram demonstrating the range of support which can be offered has been developed to establish what is available. * There will be more universal, early intervention/prevention support accessible to all carers. * The Provider will be able to make more timely decisions. |
| *I feel that there is no one to talk to in a crisis – this often happens during the middle of the night.* | There will be a new requirement to develop a personalised plan through the Carers Emergency Scheme (CES), e.g. identify who to call for urgent support.  Commissioners are also exploring options for access to a helpline over-night. |
| *As a working carer, I need support from my employer.* | There will be a new requirement to work with local employers to promote Carer Aware and Carers Passports. |
| *I need a bit of extra support during major life changes, e.g. diagnosis, a change in circumstances, a death in the family, transition into adulthood etc.* | The provider will be required to work collaboratively with other complimentary services in the county. |
| *I want accessible and timely information, advice and guidance, including information about benefits and financial support* | There will be more focus on collaborative working with services that can provide financial advice and guidance. |
| *My own health and wellbeing, including mental health, is important and the role of my GP is important* | There will be a requirement to work with CCG and Primary Care to share best practice and support GP Practices in supporting carers. |
| *I want long term, proactive support, with co-ordinated approaches and ‘joined up’ services* | The new service will work collaboratively with services that offer long term, proactive support, as well as by providing a carers hub and outreach in all localities. They will also be required to build relationships with health and social care professionals, that will help to join up and co-ordinate our approaches. |
| *I need plans put in place for when I cannot care* | As well as continuing the highly valued Carers Emergency Scheme, we need to ensure that when carers are getting their assessments and support plans, contingency plans are considered and put in place, to give carers peace of mind. |