

Carers



Mr S's story

Mr S was at **breaking point** when he arrived at **City and Hackney Carers centre**. He **cares for his teenage son** injured and traumatised in a brutal assault, **and for his wife** who lives with multiple health issues. Mr S experiences depression and has a heart condition. He **talked through his problems** at a Listening Ear session and underwent a **carers needs assessment** which led to a **direct payment**. He used this to buy a much needed new cooker for the family. It soon became apparent that one of his sons had a **drug problem** so Mr S was referred to the centre's **support group** for carers with addiction in the family. He even took his two sons along to some sessions. A **benefits check** showed the family was **missing out on benefits**. With support, he managed to get ESA reinstated for his son and **successfully applied for Carers Allowance** and benefits for his daughter and young children who also live in the house. Mr S has now sorted out his **water bill arrears** and the centre arranged for his sister to have a carer's needs assessment too. Mr S used the centre's **advocacy service** to negotiate with the tax office to clear some debts and sort out suitable documents to **support an application for re-housing**. Mr S continues to receive support from **Listening Ear** and will soon be getting **regular family therapy** and **life coaching** to help him **back to work**.

Carers in Hackney

Hackney has some 17,385 carers who provide unpaid support to family or friends who cannot manage without them. Carers may look after people who are ill, frail, disabled or who have mental ill health or substance misuse issues. Most people with care needs are supported in their own families and communities. We fund services to help carers under pressure to cope better in their caring role. Last year we assessed 1,201 carers. 418 carers received information and advice and 783 received services including:

- 352 carers of older people
- 112 carers of adults with learning difficulties
- 157 carers of people with mental health needs
- 162 carers of disabled people

Our services include:

- Temporary respite care to give the carer a break
- Direct payments for carers (for the carer to manage their own support)
- Hackney Carers Card, a discount shopping card
- Hackney Carers Emergency Card, a handy card for use in the event of an accident or emergency

 www.hackney.gov.uk/carers



“The person I care for misses the bus to day activities if his home carers turn up late”



How carers rate services in Hackney:

During October and November 2012 we surveyed 977 carers who received Hackney-funded carers' services. A total of 369, 37.8%, carers completed the survey and this is what they said:

Carers' satisfaction:

- 62% were either extremely, very or fairly satisfied with their support
- 22% were dissatisfied
- 16% expressed no view

Carers' feelings of control:

- 20% had as much control over daily life as they wanted
- 68% had some control but not enough
- 12% said they had no control over daily life

How carers' spend their time:

- 18% spent enough time doing things they valued and enjoyed
- 62% do some things they value or enjoy but not enough
- 20% don't do anything they value or enjoy

Carers' self care:

- 40% felt they looked after themselves
- 40% felt they could not look after themselves well enough sometimes
- 20% felt they were neglecting themselves

Carers sense of feeling safe:

- 70% had no worries about their personal safety
- 27% worried a bit about their personal safety
- 3% worried a lot about their personal safety

Carers' isolation:

- 27% had as much social contact as they wanted with people they liked
- 55% did not have enough social contact
- 18% felt socially isolated

Ease of finding information and advice for carers:

- 17% found it very easy to find
- 44% found it fairly easy to find
- 39% found it fairly or very difficult to find

Although 62% of carers said they were satisfied, only 30% were 'extremely' or 'very' satisfied against a national average of 36%. We are developing an action plan to address the survey findings and improve our services.

Our next carers' survey takes place in autumn 2014

Plans

Below we have summarised what we did in 2012-13 and what we plan to do in 2013-14.

What you wanted...	Examples of what we did and what we plan to do...
More flexible support	<ul style="list-style-type: none"> Increased the number of carers receiving a carers' direct payment to arrange a break from caring or to pay for items to support them in their caring role from 336 in 2011-12 to 395 in 2012-13 We will continue to encourage carers to receive a carers' direct payment Arranged for carers' voluntary organisations to assess carers and support them to apply for direct payments
Peace of mind in emergencies	<ul style="list-style-type: none"> Developed a new wallet-sized Carers Emergency Card for carers to use if an accident or incident prevents them from looking after of the person they care for We will raise awareness of the range of carers services available
A wide range of support	<ul style="list-style-type: none"> Increased the number of carers with a Hackney carers discount card from 622 in 2011-12 to 732 in 2012-13 The budget for carers' services including short breaks will be the same in 2013-14 but the services will be delivered in a different and better way During 2013-14 we will select organisations to co-ordinate and manage a new network of carers' services covering advice, carers' assessments, direct payments, events, cards and training We tried to identify an organisation to run a network service in 2012-13, but none was able to provide this so we plan to do this during 2013-14 We will improve our carer satisfaction rates (30%) so they reach or exceed the national average (currently 36%) – see carers survey results on page 2 of this fact sheet We will devise an action plan to address the carers' survey findings



What you told us in March and April 2013

We received lots of useful comments and feedback about our services when we consulted carers on what should go into the local account between March and April 2013.

Below we have summarised what you said you wanted, what we are doing and other plans to improve services.

What you said you wanted...	Examples of what we are already doing	Examples of what we plan to do in 2013-14 and beyond
Action to ensure home care workers turn up on time	<ul style="list-style-type: none"> We launched a new home care complaints line in November 2012 so people can tell the council directly about poor care or if their home care worker turns up late We worked with the companies who provide our home care services to make sure their staff were better trained 	<ul style="list-style-type: none"> We are looking into systems that alert agencies if a care worker turns up late We are commissioning new home care services which should be in place towards the end of 2014
Wider choice of support for carers as well as support groups	<ul style="list-style-type: none"> The council funds a wide range of services for carers including direct payments, welfare advice, carers discount and emergency cards and support groups See these on Hackney iCare 	<ul style="list-style-type: none"> In 2013-14 we will select organisations to co-ordinate and manage a new network of carers' services including, advice, carers assessments, help arranging direct payments, carers cards and training GPs will be able to contact the organisation on behalf of carers who need help
More organised trips for carers	<ul style="list-style-type: none"> During 2012-13, 245 carers received a direct payment to pay for a short break. Thirty carers were funded to attend four retreats with other carers at the Buddhist Centre 	<ul style="list-style-type: none"> As more carers take up direct payments, this will enable them to choose to attend events with other carers
Opportunities for carers to improve their skills and find work	<ul style="list-style-type: none"> Last year we paid for six laptops which were located in voluntary organisations for carers to use. City and Hackney Carers centre ran regular IT training for carers 	<ul style="list-style-type: none"> During 2013-14 we will select organisations to co-ordinate and manage a new network of carers' services including training and back to work support

Contact details and how to get a printed copy

 If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit www.hackneyicare.org.uk