

Top 3 issues from 1st April Carers and Personalisation event table top discussions, in no specific order:

1	Transparency – benefits and entitlements for Carers – information needs to be more widely available.
2	Advice and assistance service – to help Carers to navigate NHS and Social Care services
3	Primary care – GP awareness training re: Carer needs
4	Recognition by all Health and Social Care professionals of challenges Carers face
5	Support Planning and Review for Carers
6	Training. Two types needed – role for Carers - Specific practical training e.g. Manual Handling, catheter care etc. Formal and soft skills such as negotiation with professionals. Use carer expertise when consulting on training.
7	Carers who care for people not known to KASS. Recognition and range of services for ALL, not just people “in the system”.
8	Helping people know that they are Carers – recognising. Think about the wording used
9	Carers Emergency Card – more promotion required.
10	Allow Carers to speak up, be listened to and be involved in support plans for Service Users.
11	Access to computer training needed for Carers.
12	More info and peace of mind for Carers re: personalisation. Services need to be assured to be safe
13	Hearing impaired Carers have unique needs
14	Within registration and signposting for Carers – do we ask whether people have unique needs?
15	Many hearing impaired people do not feel that they are afforded the respect they deserve
16	Need more thinking outside the box about how community can support integration e.g. work with leisure centres
17	Need a more responsive service to crisis
18	Better IAG – a joined up service across agencies. Also follow up / co-ordination between services.
19	Professionals recognising Carers – recognising impact of caring role on whole family. Right info for whole family
20	Buddy schemes between Carers so that carers feel supported accessing support services
21	Need to access consistent services countywide
22	Personal budgets – people with mental health needs may have fluctuating ability / desire to use
23	Carers need support to manage PBs – good support services to manage the money / care and support – guidance about managing Personal Assistants
24	Carers support services for ALL, whether or not known to KASS. With guidance & signposting available for all

25	Not enough timely respite available for Carers – should be free for all
26	Training. Is there enough? What is available? Basic and condition specific. Free to all
27	Financial hardship and isolation e.g. loss of Carers Allowance at 65
28	Provision of equipment. Being asked same questions over and over for basic requirements. Difficult to get some equipment in a timely way e.g. suction equipment.
29	Carers training Carers schemes – to be explored. Mentoring for new Carers by experienced Carers. Also mentoring for professionals
30	Respite – inability to pre-book in a private care home. Diff to organise in advance
31	Financial sustainability for Carers services in current financial and political climate
32	NHS / Social care funding demarcation
	<p>Other points:</p> <ul style="list-style-type: none"> ▪ Disparity of involvement for people who care for people with mental health needs, compared to others. ▪ Need for regular reviews with move to personalisation ▪ Regular monitoring (as well as reviews) for people with mental health needs. Reviewer needs to have mental health training.