

Themes & Questions – Naomi Hill, Policy Officer, Kent Adult Social Services (KASS)

1. Could you please outline briefly your role and responsibilities within KASS with regard to dementia-related services?
2. How are services for carers in Kent co-ordinated across the various providers? What joint commissioning takes place or is planned?
3. Did the carers surveys in 2008 and 2010 highlight any particular issues for carers for people with dementia?
4. Could you please outline the situation with regard to Carers' Grants and how this could impact on services for carers?
5. Could you comment on progress since the Carers Select Committee in 2007 and in particular on the Carers' Card and emergency responses?
6. How are carers within KCC supported?
7. What is the current assessment process for carers – what are eligibility criteria and what, if any, changes are likely?
8. Respite is an issue of key importance to people with dementia and their carers – please could you outline developments around this and the short breaks policy? (What has been the reaction of carers consulted about the new policy?) How are services balanced between planned and emergency respite?
9. People who are not eligible for community care services (i.e. self funders) may still require information, advice and guidance – if KASS are approached in this regard – what should happen?
10. Could you please comment on needs mapping for carers and the types of service developments planned to address gaps in service that have been identified – where are these gaps and are they geographical – or in terms of the type of service provided?
11. Could you please tell us how quality assurance within care management is being promoted and how poor practice is identified and addressed?
12. Based on your own experience, what kinds of services for people with dementia and their carers should we be aspiring to in the future?