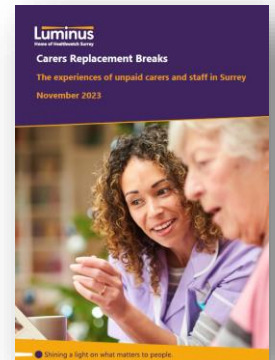


Carer breaks service co-production

January 2024

Background

Surrey County Council (SCC) had received feedback through various routes that the current offer of carer replacement breaks was not meeting the needs of some carers in Surrey. They wanted to gain insight from unpaid carers & staff regarding the existing service. Luminus were commissioned to find carers that had, and hadn't, used the current service to understand how the offer might be amended to improve the service going forward.



Methodology

Working with SCC and the current carer breaks provider, Luminus led the co-production process that would allow us to seek views of carers, cared for people, carer breaks staff, carer assessors and staff. We used both quantitative (survey) and qualitative methods (focus groups) to gather initial insight which allowed the identification of key themes. A working co-production group of carers and stakeholders was established. We then designed and facilitated several workshops to build upon the survey findings and generate ideas/solutions to develop the future service.

Outputs

Luminus held a co-production training course to establish ways of working and ensure an equal balance of power amongst attendees. We designed and promoted a survey and offered support completing it (via email and telephone) to ensure accessibility. We held inclusive workshops both during the daytime and evening to maximise involvement. A full report with insight from the surveys and workshops was produced. The proposed changes to the carer replacement break service, based on the findings, were shared with carers for comment. The agreed changes to the service, including more hours, more flexibility and improved communications for carers, will be implemented during Winter 2024.

"We have closely worked with Luminus over the years and found them immensely helpful when gaining feedback from carers about services which support carers and the people they care for. Recently Luminus provided insight on what carers needed from a breaks service which was extremely informative and enlightening and has now progressed to providing an enhanced service for carers in Surrey. Without Luminus intervention in gaining feedback from carers, and staff teams working in the sector which led to them leading co-production meetings, we would not be in the positive situation we are in today." - Surrey County Council Commissioning Manager (Carers)