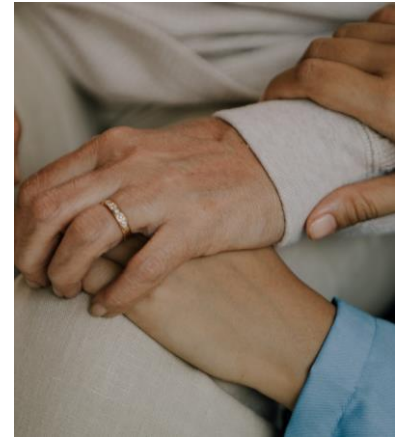


Giving Carers a Voice

Influence and Impact Report 23-24

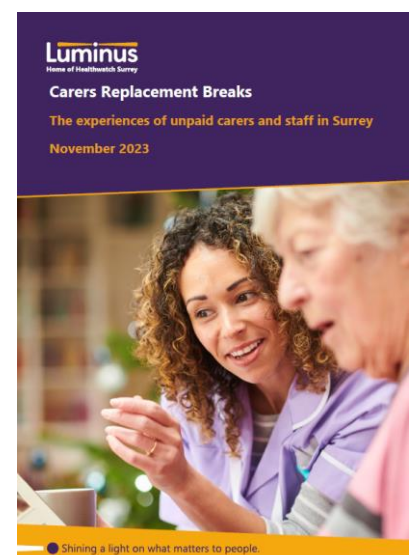
Helping professionals with training and information about carers

- We worked with Surrey Safeguarding Board to advise on making the carer information section of their website accurate and accessible for carers. (Q2 2024)
- We helped Surrey County Council (SCC) in the development of a dementia carers training course. (Q2 2024)
- Experiences gathered by the team regarding the cultural aspects of caring are being used as part of the Surrey & Borders Partnership carer awareness training. (Q1 2024)
- We were involved in discussions about the information a carer needs when the person they care for is hospital. This fed into the production of a leaflet SCC and Action for Carers, co-produced by carers. (Q1 2024)
- During engagement with parent carers, they told us they were having difficulties finding the information and support they needed. We were invited to talk to the L-SPA team at SCC and we now have details of the one stop shop they offer to signpost carers to. (Q1 2024)



Involving carer feedback in the development of services

- During engagement in 2023 we discovered the current carer breaks offering was not meeting the needs of some carers. This led to a review of the service. We facilitated co-production with carers to look at how the current service could be improved. Based on carer input the new offering has been developed, which will mean more hours of respite with more flexibility for carers. This is due to launch in winter 2024. (Q2 2024)
- We engaged with carers on the development of an outcome framework for SCC. We asked carers what was most important to them and their feedback helped build the framework. This will now be used in the commissioning of services.



Sharing what we have heard from carers to inform change

- We highlighted issues that carers were experiencing with continence services and the challenges faced by only being offered pads (not pull ups). We raised this at the Joint Intelligence Group meeting in November 2023. A review of the service was carried out by Surrey Heartlands, they found nothing unusual in their provision but stated they do want to make improvements and look at how personal health budgets are used. We continue to raise this issue on behalf of carers through the system meetings we attend. (Q2 2023-2024)
- We heard about unsafe hospital discharge and unsatisfactory treatment of patients with Parkinson's at Royal Surrey Hospital. As a result of sharing this with them they reviewed the risks of being discharged by taxi to ensure patient safety. Parkinson's medication was audited throughout the Trust and 2 wards agreed actions to ensure improvements. (Q2 2023)
- A carer we met was struggling as her carers assessment was started but not completed. We involved the carers practice advisor in adult social care who looked into the breakdown in communication between the social worker (who had gone on maternity leave) and the carer and intervened to ensure the assessment was completed. (Q2 2023)
- We heard that carers were unaware they should register as carers with their GP practice. We fed this back to Surrey County Council who have now recruited a GP liaison worker to help raise awareness of carers in practices and ensure people are registered and receive the correct support. (Q2 2023)

