

Giving Carers a Voice

Influence and Impact Report 2024-2025

Helping professionals with training and information about carers

- Experiences gathered by the team regarding the cultural aspect of caring are now being used as part of Surrey and Borders Partnership NHS Trust carers awareness training. (Q1 2024)
- We were invited to talk to the Learners' Single Point of Access (L-SPA) team at Surrey County Council and were able to dispel some myths and hear about what they offer families. (Q1 2024)
- Working with Surrey Safeguarding Board to ensure their carer information section on their website is accurate, current and up to date. (Q2 2024)
- Working with Surrey County Council to develop a dementia carers training resource. (Q2 2024)
- After the Giving Carers a Voice report about unpaid carers with their cared for in care homes ([Care-homes-Identifying-involving-and-supporting-unpaid-carers-November-2024.pdf](#)), Surrey County Council are now developing a toolkit for good practice in care homes to support carers and their families. (Q3 2024)



Co-production and involvement of carers in the development of services

- We were involved in discussions about carers and what information they need when the person they care for is in hospital. This was led by Surrey County Council and Action for Carers Surrey. A leaflet will be co-produced with carers. (Q1 2024)
- Carers told us that the current carer breaks offering was not meeting the needs of some carers. This led to a review of the service and we worked with carers and Surrey County



Council on a co-production piece which looked at how the service could better serve carers. Subsequently a new offering has been developed offering more flexibility to carers. (Q2 2024)

Sharing what we have heard from carers to inform change

- As a result of Giving Carers a Voice hearing from carers about a lack of clarity around the continence service and what it could offer in terms of options and alternatives, a leaflet for GPs has now been produced by Surrey Heartlands in conjunction with carers and professionals. This leaflet can be used by GPs to give to carers who request a referral to the continence service. (Q4 2025)
- The outcomes framework which Giving Carers a Voice developed for Surrey County Council has now been shared with Surrey Heartlands who will now look to incorporate this into their work going forwards. (Q2 2024)
- As a direct result of Luminus hearing feedback from carers, 2 GP support workers are now in post in Surrey. (Q3 2024)
- The Giving Carers a Voice and Giving Young Carers a Voice teams gathered and shared carer insight with Surrey County Council to be used in the development of the new all age carer Joint Strategic Needs Assessment (JSNA) for Surrey to help identify where there are gaps in services for unpaid carers. (Q4 2025)
- Giving Carers a Voice have been working with colleges to try to help them identify and subsequently offer support to young carers and young adult carers. Guildford College are looking to include information on what a young carer is (to help with self identification) in their enrolment packs. Colleges have also been sent the 'in our shoes' training that was developed with Surrey County Council and young carers. <https://www.surreycc.gov.uk/children/professionals/our-shoes/courses> (Q4 2025)

