

London Borough of Wandsworth Adult Social Care Response to Healthwatch Wandsworth Carers' Survey:

Healthwatch Wandsworth Carers' Survey: Recommendations and Conclusions	How will this be addressed?	Due Date	Responsibility
<p>Early access to mental health support Carers particularly felt that they needed to have easy access to mental health coping strategies, wellbeing resources and general support. One carer highlighted that they did have a referral to mental health services but there was a long wait to get the support needed.</p>	<ul style="list-style-type: none"> • Work with Wandsworth Carers Centre and Wandsworth CCG to clarify what carers can expect at each stage of the pathway and embed agreed pathway. • Continue to hold weekly surgeries at Wandsworth Carers Centre to support outreach to communities. • Set up carers champions meetings in MH and LD to support champions in their role. • Develop an app for carers to access wellbeing advice in partnership with Wandsworth CCG. • Ensure relevant support is included in the revised carers offer and the future service specification for carers services as appropriate. 	Jul-19	Dan Collins, Head of Mental Health and Learning Disabilities
<p>Information on available support and what carers are entitled to – everyone's responsibility Many carers said that they did not know about the various forms of support they could access. More creative ways to reach carers may be needed and signpost them to the right information that will get them support as quickly as possible. If a carer is not supported it will have a wider impact on these services, the health of the cared for and the health of the carer. When a patient has a carer it is important that they are considered and supported as soon as they begin taking on that role, whether this first contact is at a GP surgery, hospital or other service.</p>	<ul style="list-style-type: none"> • Review and clarify carer's offer including services available to all carers and those available subject to assessment including referral pathways. • Relaunch carers offer in the form of a leaflet/ guide. • Provide a range of tools and training to staff to ensure they understand the offer and carers needs are met. 	June-19 July - 19	Steve Shaffelburg Commissioning Manager for Carer Services Nadine Hassler Information and Projects Manager
<p>More information about health condition of the cared for Health, as well as social care services, will come in to contact with carers and recognise them as important in patients care. Our respondents however, felt that it would be really helpful to have</p>	<ul style="list-style-type: none"> • Work with Wandsworth CCG to explore links to GP Carer Consultation. 	Summer 2019	Steve Shaffelburg Commissioning Manager for Carer Services

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more information about the conditions and needs of the person they care for, to help them to support them.			Iveren Abwa Carers' and Third Sector Development Manager
<p>Support services for carers that are, or would be, helpful: Carers told us the main challenges they face and where services may need to consider support carers more:</p> <ul style="list-style-type: none"> - Stress - Lack of sleep/exhaustion/fatigue - Self-care (e.g. exercise) - Depression and loneliness - Anxiety - Physical pain - Lack of support <p>Having heard the life experiences of many carers it is clear that services need to recognise that most often a carer's role is continuous, that they are supporting people when services are not available or need out of hours support.</p> <p>Carers told us that the following forms of care are, or would be, useful and could help support them more:</p> <ul style="list-style-type: none"> - Respite care - Home care - Carers' events - Carers' newsletters - Assistance with applications for carers' allowance, financial and housing support - Family action Wandsworth - Mental health support and therapy - Peer group, support groups and day centres - Local church - Exercise - Meditation 	<ul style="list-style-type: none"> • Review carer's offer to identify any gaps • Ensure relevant support is included in the revised carers offer and the future service specification for carers services as appropriate. 	<p>June-19</p> <p>Aug-20</p>	<p>Steve Shaffelburg Commissioning Manager for Carer Services</p>

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- Massage			
<p>Carers assessment and finances</p> <p>Many respondents highlighted that they had not had assessments, however almost all of them spoke about the effects of caring on their physical and mental health as they often provide support throughout the day when services are not available.</p> <p>There were also a number of comments from those who had received an assessment suggesting that the assessment process and content may need to be reviewed, including:</p> <ul style="list-style-type: none"> - Being told that they were ineligible for services or support, and not being signposted to other information and support - Staff knowledge about the assessment, entitlements and local services could be improved - Concerns that assessments that are not always carried out by doctors or social workers - Waiting times for assessments - Getting more information as a situation changes over time - Support in claiming entitlements, including financial allowances <p>It seems particularly important that carer's assessments includes signposting and easy access routes to support other than that available from the council if thresholds to qualify for financial or council funded services are not met. This could be NHS support, support from other health or voluntary sector providers, and important information to help them in their role and to help them cope.</p>	<ul style="list-style-type: none"> • Review current process and tools to identify any issues and barriers • Establish a pilot for carers centre to undertake carers assessments • Launch new tools and provide training to staff to use these new tools • Launch a carers self-assessment tool. 	<p>June -19</p> <p>Sept-19</p> <p>Summer 2019</p>	<p>Gill Ford Head of Strategic Performance</p>