

APPENDIX 6 ANNEX 8

AS12: Review of the Eligibility Criteria for adult social care services
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ Support enables M to go shopping and go to town. "I would be stuck in the house, I would get depressed". I get support to go to Dimensions. ▪ It's like putting extra/second illness on the client if we stop this. ▪ At Dimension M learns to cook and does other courses. He could get a taxi. Dimensions enable him to get new skills and meet new people. "Someone cleans my house. It would take ages to do cleaning myself as legs are deteriorating". Support worker goes to Morrison's with him once a week to do a big shop. Couldn't manage on his own. "I can go to corner shop for bread and milk but wouldn't be able to manage big shop. If no big shop then I would need to do bits of shopping everyday". This would impact on his other activities. "Going shopping everyday would be a bad thing". ▪ People are vulnerable; it doesn't help people when they don't know what is going to happen.
<ul style="list-style-type: none"> ▪ V gets direct payments which help her to travel to work (voluntary and paid), also goes to youth club on Tuesdays and pays for a PA. If no money for travel, mam and dad would drive her. This would impact on mam and dad's time and finances as well as V losing some of her independence. Could stop her from meeting friends, doing activities like Zumba. ▪ "It would make me feel sad and down". Would like to move out and get married to her boyfriend. ▪ "I wouldn't be able to see my boyfriend as much". Could affect her future and her independent living. PA would help support V set up home, pay bills, cook etc.
<ul style="list-style-type: none"> ▪ B is a carer for his daughter, doesn't receive any support because of the family income. Scenario: If he did receive support and his daughter was moderate needs and him and his wife were unable to care for their daughter: would impact on siblings. ▪ Moderate support keeps people at moderate level; lack of support could push them into the next level. It's putting vulnerable people into dangerous situations.

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<ul style="list-style-type: none"> ▪ M – support gives confidence. Would fall into a spiral of depression if didn't have PA and activities. ▪ People's mental health and well-being would be affected. Support to people with moderate needs stops them from getting works. Could stop hospital admissions to West Park. ▪ M – "mam died in 2004, dad lives in Wales, I don't speak to sister". Care and support are so important as he doesn't have anyone else. ▪ Impact Assessments build a safety for areas of concern not individuals. ▪ What plans are they for the people who are moderate and their support is stopped? ▪ What plans are in place if there is an escalation of levels because support is stopped? ▪ What about the extra financial and emotional responsibilities that will fall to carers? ▪ Impact on DAD, Advocacy and other voluntary and sector organisations?
<ul style="list-style-type: none"> ▪ Man has 2 grown up sons who need care. He and his wife get respite. Need this respite, if one son didn't get respite then no good to him and wife – they need both sons in respite at the same time. Otherwise they would have to walk away, couldn't do it anymore. ▪ They are trying to get one son re-housed, if no support, he would loose this chance of independence.
<ul style="list-style-type: none"> ▪ "D" said if I didn't get help I would get worse and potentially I could lose my daughter. ▪ Carer and wife (stroke victim) has one hour support a week to help with cleaning and wife goes to Dimensions. If Dimensions closed "I" would go backwards with speech, mobility and communication. This would affect relationship with husband and she would feel frustrated and anxious.
<ul style="list-style-type: none"> ▪ H gets help with shopping, bathing and housework, 8 hours per week. Has a son with Asperger's. No help would affect his life too. He has asthma so if housework not done, it could make asthma worse. If shopping support stopped diet would get worse and this would impact on health. Might resort to takeaways more which are expensive and not healthy. ▪ Exhaustion is part of my condition and it impacts on every part of my life. The support I get means that I don't get behind with my bills and get into financial difficulties.
<ul style="list-style-type: none"> ▪ "J" goes into respite. If no respite he would stay at home with parents. Parents wouldn't have time on their own. They go away when J is in respite. Mam and Dad wouldn't feel good and this would impact on J.

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<ul style="list-style-type: none"> ▪ Carer 24/7 for wife. Carer is in 70s. Carer's quality of life gone since wife's illness. The cleaning for 1 hour helps. Dimensions told us about this, going to Dimensions gives advice and information. Wife also goes to Stroke Association, if this stopped that would stop her social life. ▪ Will organisations like the Stroke Association be over subscribed? If lots of people contacting them they will become overstretched. This would have an impact on current users – not enough services to go around.
<ul style="list-style-type: none"> ▪ Service user is also a carer (parent). Wouldn't be able to care for son if support stopped. What if I couldn't look after him? There would be an emotional impact. ▪ It would push people into a higher bracket. Small preventative package is small cost compared to fostering out children. ▪ Long term impact on relationship between parent and child.
<ul style="list-style-type: none"> ▪ Day activities. ▪ PA comes 3 times a week, makes me get out of bed. Mental health would suffer and in turn son would suffer. I would feel socially isolated. ▪ Wife's Dimensions visits enable carer to do shopping, gardening and sometimes fishing. ▪ J - Dimensions day activities – if stopped would lose friendships. Mam and dad getting older so it is getting harder for them. Loss of peer support – people with similar conditions.
<ul style="list-style-type: none"> ▪ I have a fluctuating condition – this low level support keeps me on a level. Particularly vulnerable as potentially they could see me as low or moderate level at times. The support I receive maintains me.
<ul style="list-style-type: none"> ▪ If PA not in house when I bathe I could fall and end up in hospital. At risk of infection because of condition so regularly bathing important. I feel safe to have bath when PA there. I wouldn't bathe as much if PA not there.
<ul style="list-style-type: none"> ▪ If someone's social life is reduced, like going to Dimensions. It's difficult to get about, there is no longer the transport options there were (taxi vouchers gone) and if you can't get on a bus, you can't get out. Not always accessible buses. Multiple impact. "Puts me off leaving the house, what if the bus is not accessible? Extra stress and exhaustion.
<ul style="list-style-type: none"> ▪ Financial impacts – money left over for little else. Strain on budget would mean I would go without and wait for carer to take me to Wilkinson's for cheaper things. More planning needed for shopping – feel exhausted.
<ul style="list-style-type: none"> ▪ Re-enablement might be an option for some, but not a blanket approach.

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<ul style="list-style-type: none"> Financial impact – wouldn't be able to keep house on. Don't want to move – enormous impact on health if I had to move. Would end up in hospital again.
<ul style="list-style-type: none"> I need regular contact with carer or outside agency – I can't gauge my own body temperature. One I had pneumonia and I didn't realise. On-going contact stops health crisis. They also monitor my home situation and care of children and pets.
<ul style="list-style-type: none"> I'm already under mental health services and that is with care. Mental Health would get worse and I would need more mental health services. Feel undervalued and a burden. Hopelessness of situation, loss of self-respect and it's de-meaning.
<ul style="list-style-type: none"> J – If I was at home all the time there would be a bad atmosphere. Nobody would get a break. Parents would be stressed. 2 x 1 week a year – parents go on holiday. J is looking to go on holiday with his PA. If this stopped J and parents would be anxious and stressed.
<ul style="list-style-type: none"> Think my son will be Critical but.... If you close South park & Nubeck he will only see mam & dad, he cant use public transport on his own, he goes to friendship clubs cant go on his own so that will stop, no friends in walking distance, direct payment makes him have a better life doing leisure activities, pictures etc. Sister is his PA and he works in Morrison's his sister takes him so that would stop as they would be no way of him getting their without support as it is unsafe for him health & safety, impact on mental health, he would lose his friends, affect health not active if he does not go anywhere. He goes to Nubeck, Grassroots, Lakeside Lodge
<ul style="list-style-type: none"> Introverted, health, DBC training go to waste, cant do transport without support, he has lots of friends at group so will lose friends if he cant get to the groups cant take him without help, if no services available he will become isolated, health problems will increase, the system should be made fair for everybody, Impact on financially.
<ul style="list-style-type: none"> Is employed at DAD, get direct payment for one weekend in a month niece is her PA, niece takes her away she does not use services, make friends on own, goes to friendship groups, mam & dad takes her, but even if you have a PA the parent still do the majority.
<ul style="list-style-type: none"> No appropriate alternatives services
<ul style="list-style-type: none"> Five day support for a long time and if this changes or stopped would be lost, mam works, if the support stopped would have no access to activities, no transport, can't stay at home on own, would not be good to stay at home all day will be isolated and mental health problems.

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<ul style="list-style-type: none"> ▪ Impact on us can't come here today, having a toll on us, stress on family then it comes out on other people. Age of carers comes into it a lot.
<ul style="list-style-type: none"> ▪ More money to buy into services ▪ Find alterative but it will be more expensive ▪ Find something else ▪ Everyone reduced a little bit better than a lot ▪ 3 years time no day services, but will look at all services re costs and see which is the most cost effective
<ul style="list-style-type: none"> ▪ Councillors why pay them, some have 2 jobs they get paid too much. ▪ Don't pay low level, calculate how much they would save on low level if they take that away ▪ Stop getting agency workers ▪ Communicate more
<ul style="list-style-type: none"> ▪ I can't put my own socks. Carer puts my socks on and puts my knickers around my ankles. ▪ I can't bend down. ▪ I wouldn't be able to get to the shops. ▪ I couldn't move my body yesterday when it was cold and damp. ▪ I seize up. ▪ The regular contact checks that I'm ok and I've taken my tablets. If it stopped it would be a risk to my independence.
<ul style="list-style-type: none"> ▪ Wouldn't be able to manage shopping. ▪ Joints seize up, I have a fluctuating condition. ▪ Wouldn't have food in, I have ME too. ▪ No food in for herself and son. ▪ Can't carry shopping, I would have to ask friends and you can't always rely on friends. ▪ I have someone to Hoover. ▪ Hygiene and life would deteriorate. ▪ House wouldn't be as clean and we wouldn't get food. ▪ If stopped it would affect my mental health. ▪ I would want to sleep everyday.
<ul style="list-style-type: none"> ▪ Dementia – daughter helps. I get tablets from carers. ▪ I wash and dress myself. ▪ If nobody gave me tablets? I had a bad fall in previous accommodation, so person who gives me tablets is also checking I'm ok and I haven't fallen.

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<ul style="list-style-type: none"> ▪ Mrs T goes to St Hilda's twice a week along with another 3 /4 residents. Gets hair done too.
<ul style="list-style-type: none"> ▪ If these changes take place might people have to end up in residential care as a result? ▪ If so, the effect on deaf people would be bad as it could make them more isolated, especially if they are the only one there and no-one can sign to them.
<ul style="list-style-type: none"> ▪ Initial comments were made about the lack of awareness about bands of care – hard to speak about the impact without this knowledge.
<ul style="list-style-type: none"> ▪ Impact of the loss of regular support worker would lead to this person becoming completely housebound – aggravate agoraphobia & severe depression. Currently existing with a seesaw of care and the impact of removing things or reducing care package will lead to an escalating emergency situation. This impact could be doubled as her husband also relies on her ongoing stability to allow her to then care for him. ▪ Removal of small amount of support makes a much bigger impact to ongoing stability. This in effect, means huge loss of things which currently make life manageable – uncertainty and distress leads to loss of hygiene, regular eating patterns and sociability levels which then disappear – this in turn means a reduction in her independence and ability to leave the house.
<ul style="list-style-type: none"> ▪ Loss of support would leave this person lifeless – lack of help to leave the house and transport to attend groups & activities would mean no access to wider links and support networks – there is always a wide range of different people and agencies involved in the patchwork of care services being used. Removing one element would lead to other parts of the package then being lost, and the person suffering as a result
<ul style="list-style-type: none"> ▪ Tenant has osteoporosis & vertigo and support is needed to accomplish everyday tasks e.g. eye drops being administered to help with sight, moving around, showering and coping with everyday tasks. Impact of losing this care support would result in the loss of independence and confidence ▪ Further impact of increasing care costs if person who currently copes at home is hospitalised as a result of losing support arrangements – daily situations can quickly become worse with no regular support back up and the eventual care costs would then be huge. A small amount of care now can mean independence and ability to cope is enhanced for longer before care needs increase

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<ul style="list-style-type: none"> ▪ Impact of removal of support workers would mean – person would be less likely to remain stable – leading to return of depression and self-harming behaviour. It becomes harder to maintain everyday functioning This in turn could mean job loss & unemployment - then no means to contribute to the everyday world – so living half a life. Every crisis is a set back and it becomes harder and harder to get employment in the future with a poor record of attendance. ▪ Impact would become greater due to these proposed changes – more money and more resources are needed if people have to manage without their essential care needs being met. This situation could escalate an individual into the substantial or critical band for care very quickly.
<ul style="list-style-type: none"> ▪ Would have to stay in more, no leisure time ▪ Go to town, would be stuck in –if I couldn't go out, I'd go down hill ▪ It is important for me to go out
<ul style="list-style-type: none"> ▪ Communication – would effect me one way or another
<ul style="list-style-type: none"> ▪ 3 hours shopping, 3 hours pottery class at Arts Centre. If I couldn't do this I'd be bored out of my head, sit about the flat – stressed out, frustrated. ▪ I want more support not less. ▪ It would drive me insane staying in, I like to go shopping with my support worker. ▪ I have a friend who goes out 4 times a week; this makes me feel jealous I want to go out more. I like a different environment. ▪ It would be a strain on family I'm worried about it. (M previously lived at home with mum and step dad. M talked about problems between him and his stepfather).
<ul style="list-style-type: none"> ▪ Would rely on family. Mother really elderly now looked after me all my life, she'd have to drag across town, she drives but is visually impaired, also cost of petrol. ▪ Impact on the whole family. ▪ It would take away my independence which is why I moved here. It's demeaning. ▪ I'm happy here wish I'd moved here years ago. ▪ I have brittle bones, (bones of a 90 year old) and had a broken knee a few years ago, I lived in my bedroom. ▪ I have a new lease of life here I go out and about.
<ul style="list-style-type: none"> ▪ Would have to stop doing lots – would get upset, it would be awful, I'd be depressed, down. I'd wither away. ▪ Relies a lot on carer. ▪ It would effect my health (JC spoke 1:1 with manager regarding Michael's health)

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<ul style="list-style-type: none"> ▪ Has a direct payment, goes out to Pathways to Independence goes swimming/gym makes him feel happy and good about himself. ▪ If I didn't get this I would have to spend time in flat. ▪ Would rely on family. ▪ I'd be depressed sat on Play Station, I want to be out and about. ▪ Health issue has lost a lot of weight, by going to the gym, this makes me feel good. ▪ I'd feel down as I like going out. ▪ I'd be back to square one, I'd be miserable. ▪ I'd be gutted.
<ul style="list-style-type: none"> ▪ Transport – mobility cars ▪ What's the point in having cars if the carers aren't there no one can go out?. Accessible taxis difficult to get, no extra support and no families.
<ul style="list-style-type: none"> ▪ Several people mentioned the impact already affecting them since dial a ride service was taken away.
<ul style="list-style-type: none"> ▪ My mental health might deteriorate so badly I might become suicidal. Services here (at MIND) help people to be "moderate" level. ▪ Helps me maintain functioning level.
<ul style="list-style-type: none"> ▪ When being assessed, the people here at MIND who look after me week by week, know me best. If you read in the paper that someone has commits suicide, people think "they seemed so strong". You cover until you get treatment. ▪ You put a front on to survive. When I spoke before (before workshops in the introduction session) it made me cry. ▪ The prospect of being assessed is causing me anxiety. If I was assessed as moderate or low – these services maintain me. ▪ So hard for people to say how it really is, how bad it can be. They are ashamed. ▪ People say "I can manage". People don't appeal, don't make a fuss. People hold back. ▪ You need to be assessed by people who encourage you to give a true picture.
<ul style="list-style-type: none"> ▪ It would make me feel bad, since I've been coming to MIND I feel better. If I stopped I would feel bad. People help me here. ▪ Once you categorise people, if people do have the courage to say the truth, more people will be in the higher 2 levels.

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<ul style="list-style-type: none"> ▪ Currently I've split up from my partner and moved to Borough Road to be close to MIND. ▪ I won't be able to continue with supportive/permitted work (relates to incapacity benefit). ▪ If I'm assessed as not needing a worker a time limit will be imposed. After that it will be decided if I can go to work or go on benefits. ▪ The support I receive helps me. I still need help with personal care; I'm well at the moment. But there is potential for me to very ill. ▪ When I felt isolated before I took overdoses and I self-mutilated. ▪ This is the danger with people who have fluctuating conditions. My medications work well at the moment, but I could get very ill if support not there. ▪ People have committed suicide if benefits cut, this has been documented. Same will happen if services cut. ▪ Mental health is more difficult to assess, it is not as tangible.
<ul style="list-style-type: none"> ▪ Somebody going into someone's home for assessments. Need to be very skilled in assessing mental health.
<ul style="list-style-type: none"> ▪ I recently moved outside of main building into my own accommodation. If I couldn't access MIND I would try and kill myself. ▪ I have in the past tried to kill myself. ▪ I'm stressed out, I get panic attacks, I passed out last night. ▪ I don't have a CPN or Social Worker.
<ul style="list-style-type: none"> ▪ A lot of people who come to MIND don't go to Social Services. ▪ It (assessment) is all new to them. They will need support. ▪ This consultation has a negative impact; it is already taking people backwards rather than forward.
<ul style="list-style-type: none"> ▪ R lives with his mam, dad, wife and kids. His accompanied him to the session as his carer. He attends Dimensions. Without social care support he would not be able to get out of the house or take part in activities. Raja is disabled by brain damage following a criminal incident, and he knows from experience that without the outlet of attending Dimensions he will be more frustrated, disagreeable, attitude at home would change, he would feel isolated. He will be at home all the time, and this would affect family life. ▪ he benefits from Dimensions plus support to my parents ▪ piece of mind for the carer when we are at work, and gives the family a bit of freedom
<ul style="list-style-type: none"> ▪ R being able to go to Dimensions is important for the family as well as him. It gives peace of mind to us as carers when we are at work, and it gives the family a bit of freedom. It would be more difficult if Raja was at home all the time, as he can easily get frustrated and angry.

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<ul style="list-style-type: none"> Dimensions has given me self confidence. It gets me out of the house and I'm learning new skills that I need. I'm learning to cook and I'm hoping to get to a point where I can live on my own again. Dimensions is a release, that's where my friends are. If I couldn't go, that would put a stop to all my socialising. That would be terrible, losing confidence again. Not sure how I would face it.
<ul style="list-style-type: none"> Lives alone and gets home help as well as attending Dimensions Without these services he would stay in bed all day, he can't walk or stand. It would be like living in prison, would be nasty if no help, Dimensions have helped with confidence, would have to go in supported accommodation which would cost more. Transport – getting from A-B: If he didn't go to Dimensions he would not go out as can't use the buses and there is only 1 taxi he can use and it is always busy when he wants to use it. Also uses the library for getting books and courses and if that closes that is another activity I will lose. Dimensions is a life line gives me my independence. He has a special diet which costs more – can only get so much on prescription then pay for the rest so he has higher living costs. Less money for other activities, transport cost for family to take him places. Has had alcohol problems in past and drinking triggers anger and violence. Fears that isolation would take him back there – anger and violence make him even more isolated. Life wouldn't be worth living if he went back to that.
<ul style="list-style-type: none"> Just give us what we need
<ul style="list-style-type: none"> Councillors wages Less flowers around the town Would rather see Dolphin Centre close than people lose their support & help
<ul style="list-style-type: none"> AS - Concern was raised about the impact of eligibility decisions being made using outdated assessments, as some conditions are progressive. How can this be taken into account – what about getting re-assessed? AS - Who decides which band a person is in & how can they find out? A lot of fear around not knowing how these proposals might affect each individual
<ul style="list-style-type: none"> AS - Cutting out the low & moderate bands will lead to more people entering the higher bands over time – taking away the means to independence for people now might then lead to increasing needs down the line SL - Is there sufficient capacity available within the existing universal services for people who fail to qualify for the critical or substantial bands? Not everything is currently in place to pick up all these needs!

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- JS – losing current support to get housework done would mean she would not be able to maintain decent standard of cleanliness.
- No clothes washing, bed-changing, house cleaning or windows would be done, as these tasks are all currently done for her as she is unable to manage these tasks for herself.
- Impact of this would be severe on her mental health – she would feel suicidal and trapped and lose her dignity & independence
- AS – One person currently has to negotiate 62 steps to leave the house and walking difficulties make trips outside impossible without the current level of care support. Impact of changing the band could result in people like this being imprisoned inside own home – like what happened during the last bad winter, when snow stopped the usual arrangements. Life is impossible if you are dependent on others for kindness instead of the dignity of proper care arrangements
- JS – What happens without ongoing support arrangements in place if a person's situation changes – if their band is removed altogether? JS gave the example about her sight now deteriorating, which in turn affects both her balance and her walking, which is also getting much worse.
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- AS – Vital that a long term view is needed in carrying out assessments – it's important to look at the ongoing progression of each situation for its true impact over time.
- JS – Independence & quality of life are vital for people as long as possible. Social networks suffer if there is no access to transport for disabled people and getting out of the house is important to maintain friendships, attendance at groups and meetings (e.g.. GOLD) for a sense of purpose. Without these things the impact on a person's daily life is huge – leads to isolation and depression and speeds up the process of needing a greater level of substantial or critical care which costs more.
- Without current level of care support this carer will have no respite from a hard and stressful daily routine. No longer able to work outside the home due to increasing care needs of his wife. He is currently coping but the situation needs re-assessing urgently and he wouldn't manage if all support was removed, especially living in a rural area of Darlington Borough
- Learning Disability – these changes would have a negative impact on the whole family unit. Crisis situations occur when there is no respite available for the wide range of needs found in learning disability cases. Most dependent situations mask the real needs of clients – there is always more hidden support from families in every case and without necessary regular respite, these situations rapidly deteriorate. There is also a ripple effect on other family members – no time for other children's needs if care and respite arrangements are removed due to the band changes.
- Other negative impacts – client loses all their social networks and friendships and may not be able to stay home without necessary support.
- Vital to look at the whole picture for the impact – cutting services to the bare minimum undermines the principle of equality for people
- There needs to be a safeguarding of the assessment level for safety where an individual is borderline between the moderate and substantial bands.
- Important to build in an automatic short-term reassessment to safeguard clients, who could slip into the higher or critical needs band due to a lack of attention to a changing situation
- Suggestion to tailor support to keep people where they are e.g. maintain independence and coping skills for as long as possible without over giving care where its not really required – important to respect dignity, decency and pride.

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- AS – British Legion experience shows that many clients have personal pride and don't ask for help early enough. Their situation can then worsen rapidly and isn't noticed in enough time and results in the need for critical care
 - SL – Capacity to pay for care affects how people with low to moderate needs can take up support options offered at a cost – this is an equality issue! The fair contributions system only works if people can pay but needs to recognize that some can't pay
 - VS – Idea of additional community support relies on DBC assisting the voluntary sector to provide alternatives which requires arrangements and funding to be in place first before any changes are implemented. Example - DBC now run bathing service which can be paid for but this means people in low – moderate bands will not qualify if these are then removed
 - SL – Assessment has to identify needs first. If the voluntary sector is financed and able to provide universal services then DBC doesn't need to remove the current low & moderate band distinctions, once assessments are completed then clients can be redirected to the alternative provision BUT these all need to be in place first
 - SL – Huge negative impact of a free market situation for employing & paying individually for care and support needs. Clients would lose the inbuilt network of support and facilities provided through the Direct Payments system e.g. DAD links and support of payroll system, legal support & insurance for care workers. It's important to be aware of unintended consequences – e.g. clients who buy in their services independently would have to be employers and cope with all that requires – an added situation to deal with which could lead to all kinds of problems.
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- If I lost some of the services I get such as Reflections or support worker time I would 'lose it' – my illness would be worse and my mood swings and I can then become violent.
 - My support worker helps me take my medicine at the right time but it is delivered to my home.
 - If I had less care time or I would not be able to go out, I would become depressed and the house would become a mess and I would not look after myself.
 - If I had no-one to take me shopping I couldn't do it myself and wouldn't eat properly.
 - The only time I go out is when I go out shopping or go to Reflections. I go out other places with Reflections and do watercolours and walking when I meet other people but I do this with Reflections and support.

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<ul style="list-style-type: none"> ▪ At the moment I get help from a CPN and go to Reflections. If Reflections closed or I couldn't go it would make me depressed and it would have a high impact on me as I self-harm and I have tried to commit suicide before when I got depressed. ▪ I can talk to people at Reflection and have started an employment scheme and I am supported at college.
<ul style="list-style-type: none"> ▪ If I lost care support I would stay at home and not go out and couldn't motivate myself, take more overdoses. I go to gym and cookery with help from support and use services locally. I couldn't go on my own. We cook at a local church hall I wouldn't cook food at home and at church it is healthy food.
<ul style="list-style-type: none"> ▪ I am really worried as Reflections is a big part of my life. Without this support I could be at risk of suicide, hospital and become ill. I have been having this services for years and couldn't bear to be at home – would be at risk of taking an overdose. ▪ I have had depression since a motorbike accident over 40 years ago. I have received electric shock treatment several times and Reflections is the only thing that has worked. I am now an Age UK volunteer and also help at the hospital. ▪ I need to be able to talk and at Reflections people understand each other and pick up warning signs. (This was echoed by several in the group). I can now work as a service user helping others I wouldn't be able to do this if I became ill.
<ul style="list-style-type: none"> ▪ I get help at home with shopping and going out because of a high level of anxiety. I am not able to leave the house on my own. ▪ The impact of losing any of this would affect my mental and physical health and I already self harm but this would probably become worse. ▪ It is also about a support network of other service users and staff. I am concerned that many of the services I get may be seen as moderate but losing them could have a massive impact on me. ▪ The criteria for decisions need to be clear but applied on an individual basis, will this happen?
<ul style="list-style-type: none"> ▪ Very distressed about the proposed changes; Struggles at the moment to pay her financial contribution and feels if it was to increase she would not be able to afford her mortgage, this she said would lead to her losing her home. Her home has appropriate adaptations made to it and she shares it with her children obviously losing her home with have serious impacts to both herself and her children. ▪ Worried about the quality of her and her children's lives if her package was decreased; she says she feels any reduction in her package would have a serious impact to her health. She worried that if her health was to deteriorate whether she could continue to look after her children. ▪ Concerned about the wider implications any cuts to her package would have? She felt if she had to reduce her Personal assistants (PA), her PA

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<p>would need to get another job, this would mean she would not have the flexibility she currently has with her PA and this would impact on her ability to participate in the wider community thus isolating her further.</p> <ul style="list-style-type: none"> ▪ If financial contribution were to increase, would have to stop support. ▪ Whilst I understand that any changes to financial contributions would mean more of my disability related expenditure would be taken into consideration. I struggle presently to get obvious disability related expenditure taken into consideration, unless Darlington Borough council make a rapid change to their disability related expenditure, I fail to see the point in mentioning that this will be taken into account especially as I am already entitled to it? ▪ We haven't been adequate time to support our service users to get to this event to give their impacts ▪ I've just read the easy read version of the Disability Impact assessment, as a carer of someone with a learning disability. I struggle to understand the document, not sure how someone with a learning disability is meant to? The easy read version of the consultation makes it sound like we have nothing to worry about, so nobody would think they needed to come and explain how they will impacted upon ▪ I am already in debt, in my financial contribution was to increase my debt would increase and I worry what will happen ▪ I know my 'sky' may seem like a luxury but because I struggle to go out when I am ill, I see it as an essential, if my contribution was to increase I would not be able to afford sky and worry that whilst I am ill, I will become more ill as 'too much time to think' makes my mental health bad
<ul style="list-style-type: none"> ▪ Not get out of house; would feel vulnerable and there are a lot of windup merchants/bullies about ▪ Medication – don't know, [think this depends on NHS worker to ensure they are taken] ▪ Not go to the gym. With mediation i feel tired; if exercise i didn't feel tired. If not doing exercise then tired so then i do nothing. ▪ Football –“not get to see my team that much”. Supports arsenal can only afford to go when they are playing in the North. Goes with support, if not able to go would feel upset, depressed. {note 'my' – view issue of identity/belonging}

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<ul style="list-style-type: none"> ▪ If these proposals were to come into force the impact this would have on me would be immense. I would not be able to afford to go out as much, as there would be less money to pay for fuel. If I was not to go out I would get further depressed. I already have depression and in the past I have found that if i am unable to go out and socialise with family I become very low, which results in me getting incredible upset and makes me doubt the point of living. ▪ I would not be able to afford to buy my weekly groceries which include foods which I need that are high in nutrients which I need for my health. Instead I would be forced to buy cheaper products which would have an impact on not only my health but my daughters. ▪ I currently have debts which i have repayment agreements in place for. These debts were occurred when i lost my job due to my disability. If the proposals were to happen then I would not be able to make the minimum repayments which would result in me losing my home. ▪ I currently need to stay at home for long periods due to bursts of ill health, which results in me using more electricity and gas. With the increase in fuel costs and the added pressure of the above proposal I would not be able to heat my home sufficiently.
<ul style="list-style-type: none"> ▪ The PowerPoint presentation was not appropriate for people with visual impairments and the speaker was not easy to follow. Carer will however read the presentation once they go home. ▪ The carer or the individual do not know what band of the eligibility criteria they are in, they can find out though. ▪ Today has been a great opportunity to voice views and concerns from both individual and care perspective; we have also been able to get questions answered and are pleased with the turn out. X felt that the event has enabled her to take things on board.
<ul style="list-style-type: none"> ▪ X became disabled after a routine operation went wrong and left X Visually impaired and physically disabled. X and her carer are also life partners. X receives 20 hours of care and pays her carer through Direct payments.
<ul style="list-style-type: none"> ▪ The financial impact would be huge as it would ruin us, as we are also life partners as well as carer and individual with disabilities. X could not manage on her own and partner would have to go out to work as the carer would loose her wages which is also part of x household income. ▪ If the carer had to go to work then X would have to stay at home alone and would eventually need nursing care.
<ul style="list-style-type: none"> ▪ X has undergone speech therapy and speech is improving and this routine helps, when carers came in initially routine was not good and I had to work around that. Now our routine is great for us. ▪ When carers uses to come in it was never the same person and always someone different and this was not the best for me.

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<ul style="list-style-type: none"> ▪ Currently the carer does everything for X cooking, cleaning, administering medication, personal care, hospital appointments to Middlesbrough, managing appointments, social visits to the Library's visually impaired reading group and all the driving and other outings, 24/7 care. ▪ The couple both feel that they have just settled into a routine now and to loose this would impact on their personal relationship greatly. They currently have good community links and family, but this is not enough to fall back on as neighbours work and family live in Durham and are quite elderly. ▪ Our home is fully adapted for X and another impact would be that they would have to move house and this would set us back as we would need to claim even more benefits.
<ul style="list-style-type: none"> ▪ X raised the issue that they are facing also from the Job Centre currently as X is about to undergo medicals to see if she is fit to work and this is stressful enough without extra worry of loosing other benefits. ▪ If X were to loose she would be devastated and would need to be in care.
<ul style="list-style-type: none"> ▪ Direct payments service is fabulous it is an amazing and quick service and we find this invaluable.
<ul style="list-style-type: none"> ▪ Feels angry that support money is under threat as they both have until now both worked all their lives and feel they are entitled to this support. ▪ Carer loves X very much and would also suffer from depression if someone else had to come in to deliver X's care needs and carer could not focus on work as would be worried about X all the time. The carer would be back in counselling and needing emotional support.
<ul style="list-style-type: none"> ▪ X commented that depression was actually getting better with dealing with disability but something like this would just make depression worse, it would be like getting the rug pulled from beneath us. The impact would mean more worry of how to deal with the situation. ▪ X felt that this would be unfair and feels like being judged and scrutinised, but glad that this opportunity to be consulted has happened. ▪ The government only see the bigger picture they don't see what the impact on individuals and their family.

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- I would have to give up work
 - I would be unable to parent my children adequately
 - I would be stuck in my home
 - I would be unable to keep my home clean
 - My health would deteriorate
 - I would lose my choice and control
 - Without an adequate care package I would be unable to continue to work, work provides me with self-respect, time out of the home and obviously financial rewards.
 - Previously when my package has been minimal I have been subjected to a section 37 report by Children's services. This meant I could have lost my children to care due to my disability; thankfully this was not the case. If I was return to a reduced package this means I may be at risk of losing my children.
 - Part of my package allows me time to get out of the home with my children.
 - We love to get out of the home and as you can imagine with 4 children if it very difficult when we are stuck in the home. The children's behaviour becomes unmanageable and this affects my mental health.
 - I rely on domestic support to keep our house clean and well organised enough to be able to manage my life and the children's to lose. This would affect my physical and mental health and affect the independence of all us.
 - There area lot of things which although I can do them if they can't be avoided. It makes my impairment worse, causing increasing pain and in the long term makes me less independent. At present, support is available is available so I can manage my job and my family without it undermining my health, but if this was to stop the long-term effect may be serious.
 - There are also implications to the staff I employ, if I was to reduce their hours, they may have to take on additional work which means I would not have the flexibility to allow me choice and control.
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- All of the above would have a serious implication for my mental health. When I first became disabled six years ago, I receive a very basic care package that was not sufficient and also did not include any time to leave home. Due to the insufficient package, I lost all confidence to go out, my mental health became so unstable at times I was severely suicidal. I ended up in secondary mental health services due to my distress and felt I had no future: to return to this would be incomprehensible.
 - I cannot see any positive impacts, budget cuts would have to any disabled person and certainly I am unable to think of any benefits it would have to me.

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<ul style="list-style-type: none"> ▪ I have some needs which are currently assessed as moderate so I would be directly impacted by the proposed changes. My moderate needs are in relation to the support I receive to enable me to maintain my role as a disabled parent. If my moderate needs were not met in the same way as they are currently this would have a major negative impact upon our family life. ▪ The support I receive enables me to spend quality time with my children (aged 6 years and 1 year). The PA support means I am able to go to the park, swimming, soft plays, playgroups, the library etc. This support means I can go to and take part in activities the same as non disabled parents. This time spent with my children is so precious I cannot really put into words how I would feel if this was no longer available. ▪ The withdrawal of this support would make me feel disempowered as a parent as I would not be able to undertake the same activities with my children as other parents do. I would feel very upset and extremely frustrated to not be able to spend time with my children enjoying these types of activities together.
<ul style="list-style-type: none"> ▪ The venues for consultation are too far away. Need more central venues.
<ul style="list-style-type: none"> ▪ My needs are changing and I need more support now I do not want to loose my existing services. I would become isolated and at risk of low mood if my services were taken away. ▪ Comments as a carer – I am 84 years old and am a carer for my daughter. I am at the age now where I need more support in my caring role. I need a reassessment of mine and my daughters needs ▪ Need directions, more stress put on me, confusion, help when filling out forms. Too much responsibility could lead me to a breakdown or relapse. L needs a break from me at times. It's true I can be argumentative at times. L deserves a break
<ul style="list-style-type: none"> ▪ I will be unable to access Dimensions which provides support relating to my situation and illnesses. Supporting with confidence, reducing isolation, building esteem. I will loose my one place which enables me to have time to myself and to focus on moving forward. Accessing Dimensions support only benefits me and my situation. My family will worry about me as they know I am in a safe environment and am able to socially interact. ▪ If changes happen and I cannot attend Dimensions my family will have to support more and this will cause more stress and would result in me not progressing. I will not be accessing the support I need and which benefits me. Having a negative impact on me and my family. Risk to a valuable service as members attending will reduce. Others will not be able to access a vital/valuable support service in the community.

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<ul style="list-style-type: none"> ▪ I will be concerned my wife will lose access to a service which supports her positively, and she will become socially isolated and not move forward and adjust to her restrictions. My wife will have no outlet to seek support, risk of withdrawing and losing confidence. My wife will lose an opportunity to go out and mix socially with other people. ▪ Good things – none whatsoever. Bad things – will be worse off. The care I receive may go out to different agencies and may be monitored as they are now. If I could not afford my care I would not maintain my health and independence as they are now.
<ul style="list-style-type: none"> ▪ Bad things – what happens if I can't afford to pay for the service I need? Who will monitor the care I receive if it is not with/through Social Services? Will there be a regulated and monitored cleaning service/washing/shopping service registered with either Social services or Age UK? How can you expect an older person to understand these forms, to visit the open days and get this form back within five days of receiving this? ▪ I will no longer be able to go out of my own home from Monday to Friday. I need someone with me at all times. My carer gave me this companionship. I feel social care is very important as I also suffer from depression. It gives me something to look forward to rather than the many hours I spend alone in the house.
<ul style="list-style-type: none"> ▪ My parents are on a limited budget and so they may decide to do without services rather than pay extra for them. This would lead to a gradual decline in their health and well-being, for example, not taking their medication at the correct time, if at all and also not having hot meals regularly and not washing clothing and bedding as often as is necessary. As I only manage to visit my parents once a week due to work commitments and distance, the changes would increase my worries that they were not taking care of themselves as they should and that they were cutting down rather than keeping up an adequate level of care/services.
<ul style="list-style-type: none"> ▪ The changes would take away my independence and control over my day to day living making me isolated in my own home and unable to do any shopping, socialising or housework. They would impact on my health as I am often too tired to get out of bed or in too much pain making it impossible to take the medication I need which would lead to further health issues. I have restricted mobility making it impossible to prepare meals and maintain a health diet and can only reach so much of my body for dealing with washing and maintaining personal hygiene, washing, dressing etc. I suffer from sickle cell disease which is extremely painful and makes me tired and forgetful and I need reminding to take my medication. The medication also makes me drowsy making it difficult to concentrate at important meetings with doctors and other officials such as the Council, DAD, benefits agencies.

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<p>The sickle cell and the medication I have to take results in my bones and major organs deteriorating. My bones crumbled to the extent that I have had to undergo multiple hip operations and reconstruction of my pelvis leaving me physically disabled. My hearing has been compromised and I wear aids in each ear but still struggle in key situations. I cannot manage bills and forms by myself and the changes would impact on every aspect of my life. I now fear that my independence or whole way of life will be taken from me and this is causing further anxiety and stress.</p>
<ul style="list-style-type: none"> ▪ Carers comments - Without the support of Direct Payments I would no longer be able to provide any assistance to C as this is the only financial support we receive that enables me to continue with the care she so clearly needs, which would render her isolated and with no means of looking after herself and she would simply waste away. ▪ Don't really understand what you are driving at. Without assistance I will have to go into care. With my medical problems I'm incapable of total self-care.
<ul style="list-style-type: none"> ▪ It can only make it more difficult and worse. Negative impacts - my mother is used to the people. My mother is used to the people who provide support to her. New faces and people will only make it more difficult for her. Increase my already caring duties. It will impact on my commitments to other members of my family and my own health and stress. I have continuing health problems. Likely to cause distress. Will increase my own visits to medical practitioners. Increase my own support needed from NHS services because of my own health problems.
<ul style="list-style-type: none"> ▪ The Council propose to provide information and advice on where to access support needed for the less than critical assessed individuals assessed. This is interesting considering we do not have enough day centres at the present moment and those we do have, have lists with people waiting for placements a mile long. The bathing service provided by Age Concern has almost doubled in price recently, putting the responsibility on community care workers trying to prepare, bathe, dry, dress, clear away, serve breakfast, prompt meds, general tidy and complete care plan paperwork within half hour calls. Yet the Council propose once again to say they can point people in the right direction for assistance and support. Where? The majority of our elderly suffer dementia or Alzheimer's and in many cases it is unknown and undetected. Although these people deserve person centred care, who is available to provide it and free of charge? No-one!

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- I do not attend meetings now. The doctor and chiropodist visit and I pay. At the moment I am as I say, living at home with my son. I am 89 years old, my son is 48 and we are quite happy together. He does his own washing, looks after his room and helps me, i.e. puts the bins out, gets in the milk and other odd jobs. Andrew goes to the chiropodist, the dentist arranged by you. He was put on Direct Payments and goes to the gym at the Dolphin Centre, the Friendship Club at the Gateway Club with a carer and to Techworx during the day, from 9am to 3pm. He is picked up at the door and brought home. I am using Mencap for his Direct Payment. Also he has been on holiday this year with Mencap and of course the carer. I do not get about much. I cannot walk like I did, nor can I use the bus. I use taxis if I need to. I have four good neighbours either side of me. One helps with the garden, the other does some shopping. Other food I buy from Oak House Foods. The milk is delivered and the fruit man calls. First I need someone to take me to the bank or dentist when I need a new set of teeth as my old ones are wearing out. This is all I am asking for. I do not need to go to day care.
- I have plenty to occupy me at home. I have only had one assessment in 2005/06 and that was not much and part was cancelled when changes were made. If you take away my cleaner I would find it difficult. If you take my son into care which he does not want, I would be lost without his help and company. In fact, the reason he is still with me, this was arranged by Uppertorpe on the understanding he helped me. It is about time you know what the left or right is doing or should I say. If you keep on sending all these bits of paper so that I could scream. I hate form filling. My life would be better without them.

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- Will not manage to do as much everyday. Will be unable to access or motivate as much with the outside. I'll be in more pain due to having to do more myself. My son's job which he has just got may be affected because he'll be afraid to leave me. My daughter will start to worry about me again. Bad things: my son will be more reluctant to work away (he's just got a job) because he'll worry about me having a bad day etc. I will not be able to achieve as much in a day. The more I have to do the more pain I'm in. I'm afraid my son will feel that he will have to quit his new job because of my deteriorating health. My son and daughter were more worried about me before my carers started. My son worries about going away with his new job, if my care is withdrawn.
- If I lose PA hours or all PA support, I will not be able to go shopping for essentials. PA provides transport and assistance with mobility which I couldn't get from a bus driver or taxi driver if I accessed this kind of transport. I would become more isolated and wouldn't be able to get out of the house as much. PA supports me with housework. I would not be able to Hoover, clean surfaces and generally keep the house tidy. If my house was not clean I would feel unclean, frustrated and my health would suffer. I struggle to keep my house clean without support.
- I access Dimensions (DAD) two days a week. This gets me out of the house and gives me company. It also gives me a chance to access and develop my skills, e.g. socially and practically. I have been supported to complete CLAIT 1 diploma and sign language skills at Evolution. If Dimensions closed my confidence levels would decrease and I would become more isolated. I would also find it hard to access meetings or consultations on Adult Social Care matters and disability related which I have attended at Dimensions and the Dolphin Centre. If I did not have a PA or come to Dimensions, I would not be able to read letters and correspondence due to dyslexia and I would become upset and confused.
- If I had no PA hours and Dimensions closed I wouldn't be able to cope with certain aspects of my life. I would feel depressed, lonely and I would become very shy again. I will lose my PA support for shopping, housework and town for banking situations, i.e. bills. I will lose access to my day centre (Dimensions). Think it is sad to be even assessing and considering taking away support from those that are less fortunate and find things such a struggle such as shopping, housework, social time.
- Carer comment – I will be very concerned for my client as he will no longer be able to be out and about and become very isolated once again. He has come on so well with my support and DAD.

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- No point of living at all – I have thoughts of killing myself. I suffer from a recurrent depressive disorder and am on the care programme approach. I am treated by a consultant psychiatrist. Attending MIND is very important because combating social isolation helps lift my mood and avoids me reminiscing about my sadness. Hopelessness and the point of living at all I have thoughts of killing myself. Negative impacts – lack of social contact. Lack of purpose and structure to my life. Increased amount of time alone with my negative and suicidal thoughts. Attending MIND is recommended by my psychiatrist. Attending MIND enables me to do things that give me a sense of achievement. If I cannot go to MIND I will be in a desperate place.
- Worried about CPN not coming. Be very worried if CPN didn't come to see me. People may be overlooked and would miss care.
- I attend Bradbury house twice a week. I would be staring at four walls as I can't see the TV as I am partially sighted. I enjoy the company and would greatly miss it. I have made good friends there. Activities – I enjoy all the activities and they keep my brain active, e.g. quizzes. Meals – the food is excellent and a good choice. It gives my niece a break from looking after me and preparing a meal for me. Bathing – I have a bath once a week and it is much easier. My niece had to help me before and I found it difficult getting in and out of the bath at home. I feel better in myself and look forward to going there. I use the transport as I am visually impaired and have mobility problems so this service is invaluable. Cost – the increase in cost I would find difficult. A small increase I could manage but not a large amount. If I stopped going this would mean a heavier burden on my niece as she is my carer. It gives her a break which she appreciates. I would like to continue at Bradbury House. My niece and son all agree it is a good help for me going there. Bad things – I don't know until I am informed of any changes and cost. Losing the service at Bradbury House. Brother/his wife/A's mother all feel that if A is not reassessed at substantial/critical she will be at high risk. Negative impact on carer – lack of time allowed to digest implications (holiday over response period). Stress. Increased intervention needed with A above already undertaken. Additional time and money spent in trying to access support Anne needs. Negative impact on service user - A could lose support leading to self neglect and medical problems. If remains in moderate band. Positive impact – Anne could be reassessed into higher band support. Feel that A is incorrectly assessed. Wonder when she was last assessed and by whom. A is under psychiatric service, care worker is Debbie Wilcox.
- Potential loss of cleaning support – may find it difficult to continue with cleaning.

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<ul style="list-style-type: none"> ▪ Without the financial aid the person would lose the help they have to get washed and dressed every day. This would lead to a big loss of dignity as she is cared for by her adult son and feels that it is not at all appropriate for her son to bathe and dress her or deal with her personal care. There are no female relatives to do this for her.
<ul style="list-style-type: none"> ▪ Without this help she would feel very uncomfortable about her personal appearance and hygiene standards. She worries about being dirty without this support for her personal care
<ul style="list-style-type: none"> ▪ Had an operation for Carpel Tunnel on her hands which went wrong and now has problems as her hands do not work properly. She feels that her confidence and independence in this area would disappear along with her dignity. Her son is a registered carer but doesn't want to do personal care – washing & dressing functions – as this isn't appropriate for a man to do ▪ She fears that she may struggle on her own and then is at risk of falling which would affect her respiratory disease – ongoing health problems would worsen with out support.
<p>Mother and daughter obo husband/father wife does all care he attends St Hilda's Day Centre (during the conversation Mum broke down in tears – clearly upset)</p> <p>This family would be affected by changes to the eligibility criteria</p> <ul style="list-style-type: none"> ▪ Enjoys day centre likes meeting people ▪ Comforting to wife as she knows he is somewhere safe ▪ Allows wife to have a bit of her life back ▪ She feels stronger when he comes back as it gives her a break ▪ If had to pay – couldn't afford respite, could go to St Hilda's but not as often ▪ Husband would deteriorate if he couldn't go, it stimulates him ▪ Worried that if people have to pay and can't afford to then services close as no one is going ▪ Feeds husband with a teaspoon takes an hour ▪ Wife does all care ▪ Difficulties with husband wandering – has been known to go out wandering when she is in the shower.

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<p>Service user lives independently supported at the session by his mum If the proposals go ahead this gentleman would be affected by the changes to the fairer contributions policy</p> <ul style="list-style-type: none"> ▪ Would be really upset if he had to spend more ▪ Finds it really difficult to adjust to change due to nature of his disability (autism), causes him to be angry and worried and gets confused – takes it out on mum. Causes bad temper, bad behaviour and becomes over anxious. ▪ When anxious telephones her all the time (12 times a day) if he couldn't go to day care he would contact her more ▪ What he can't afford parents help with ▪ Enjoys Zumba – keeps him fit and healthy if he couldn't attend this would have an impact on his health. ▪ Got to have his days filled and needs to be kept active – if not he could get in to trouble, leading to dangerous situations – greater risk both to himself and others. ▪ Would like to go to college but too expensive would also need support to go and it's all too expensive.
<ul style="list-style-type: none"> ▪ I have help with medication, breakfast and showering. I couldn't manage showering or medication on my own I may also not have the variety of food if the carer did not do my shopping. They also do my hovering and I would find this very difficult as I get tired easily. I have not been out on my own for a long time but I am going to the dentist.
<p>If I lost moderate services I may lose help with shopping and if I could not shop family may do shopping. If I lost help with showering I would feel terrible and not feel like going out as I could not shower myself.</p>
<p>Carer for her sister – sister receives support with cleaning, shopping, 1 in 6 weeks has respite. Deals with all mail, finances for her sister. If the changes go ahead this family would be affected by the changes to the eligibility criteria</p> <ul style="list-style-type: none"> ▪ Sister organises everything – if taken away would cause more pressure and result in life being harder for both. ▪ Couldn't do her own shopping, needs a lot of help to keep her independent in her own home ▪ If taken away could end up critical ▪ Doesn't cope with change – hears voices ▪ Change impacts on health – deteriorates Sister hadn't been told about the proposals as this would cause her to worry which results in her having nightmares psychotic episodes– 'I try to protect her, she'd be freaked out by it all' ▪ Couldn't do anymore for her as would impact on my own life ▪ I never switch off from her

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Negative Impacts Identified
<ul style="list-style-type: none"> ▪ If I lost moderate services I may lose help with shopping and if I could not shop family may do shopping. If I lost help with showering I would feel terrible and not feel like going out as I could not shower myself. ▪ I have help with medication, breakfast and showering. I couldn't manage showering or medication on my own I may also not have the variety of food if the carer did not do my shopping. They also do my hovering and I would find this very difficult as I get tired easily. I have not been out on my own for a long time but I am going to the dentist. ▪ The carers make my bed, take out my rubbish and do the housework. I couldn't do this as I have a heart valve problem and have just had a mastectomy. ▪ I have help with bathing as I can only use one arm if I couldn't have this help it would be horrible. I do my own breakfast and self-medicate but I can't iron or Hoover. I have always been smart and I would feel miserable. Without a carer I would find it hard to go out and I enjoy going out it stops me getting depressed. ▪ I have a carer who does housework. I get dizzy and can't do things when I need to bend down. I also have help with laundry and if this did not happen it would mean I stayed in my room and I wouldn't go out if I looked a mess.
<ul style="list-style-type: none"> ▪ The carers make my bed, take out my rubbish and do the housework. I couldn't do this as I have a heart valve problem and have just had a mastectomy. ▪ I have help with bathing as I can only use one arm if I couldn't have this help it would be horrible. I do my own breakfast and self-medicate but I can't iron or Hoover. I have always been smart and I would feel miserable. Without a carer I would find it hard to go out and I enjoy going out it stops me getting depressed.
<ul style="list-style-type: none"> ▪ I have a carer who does housework. I get dizzy and can't do things when I need to bend down. I also have help with laundry and if this did not happen it would mean I stayed in my room and I wouldn't go out if I looked a mess.
<ul style="list-style-type: none"> ▪ May lose what independence I have. I wouldn't know how to access the care as I don't know who I could go to and how I would manage it. I may lose the relationship I have with carers and have lots of disruption and different people coming in and out of my house and I am a very private person and I wouldn't like that.

AS12: Review of the Eligibility Criteria for adult social care services

Consultation Feedback from services users, carers and organisations

Negative Impacts Identified

- S needs care and support 24/7. Without continuing financial assistance it would be impossible to provide the variety of activities that he currently enjoys and deserves.
- Domestic activities and household chores would be more difficult to complete if I had to take care for S full time.
- He enjoys the social aspect and activities at Springfield and goes on many of their outings. If these were lost, it would have a significant adverse effect on his social life.
- At nearly 65 years of age, the additional burden of full time care may adversely affect my own health and well-being. Consequently this may lead me to seek extra help from Social service for myself.
- S cannot be on his own. He must be accompanied at all times. Without a day care service his activities would be severely restricted and would not access the local community at all. There may be some days where Steven could be confined to the house all day.
- If I am ill there may be a risk that his care would be impaired.
- K should not be asked to pay more towards his care as this would greatly affect the most basic aspects of his life. His social life would seriously deteriorate causing depression and anxiety.
- Negative impacts – not enough support, unable to buy new clothes, not enough support for personal care, not able to socialise which could cause bouts of depression.
- K needs all the support he currently has for his personal, emotional and social needs. He has suffered from depression before and this will probably crop up again if cuts are made.

Impacts from people attending Age UK

- Looks forward to attending Age UK. She would be stuck in the house all day if she did not attend. She would have nothing to look forward to and would be very isolated and lonely.
- Is unable to go outside on her own and would be very bored if she could not attend. She would be stuck in the house all day. Day after day, it is the only way she gets to leave the house. She would become very lonely and isolated.
- Lives on her own in a small village and gets very lonely as many people in the village are the same as her and are unable to go outside on their own. Ruth enjoys coming to the day centre as it is entertaining and she gets to talk to everyone there. She also enjoys the home cooked meal as it is something she cannot manage to do any more. Ruth would be so lonely and depressed if she could not attend Age UK as she would go days without seeing anyone.

AS12: Review of the Eligibility Criteria for adult social care services

Consultation Feedback from services users, carers and organisations

Negative Impacts Identified

- Says if he was unable to attend Age UK it would have a huge impact on his life. He would be stuck in the house day after day if eh could no longer come. Tom asked "Who would be interested if he was lonely?" We are unable to answer that.
 - Expressed that he wouldn't know what to do with himself if he was unable to attend Age UK. He also states he gets decent meals and enjoys the company. He says he would be lonely and bored if he didn't have the company of the other gentlemen.
- Expressed that she would be very lonely and fed up if she was unable to come to Age UK. She likes to meet new people and to talk to her friends at Age UK. Edna expressed she would come to the Well Being Centre on a Sunday if she could.
 - Loves coming and would rather come than not. She enjoys chatting to others and staying active. She would be lost as to what to do with her time if she didn't come.
 - Terrible!! She would sit on a chair and look out of her window all day. It would be agony for her. She says she would be unable to go out alone as she does not have the confidence and is no longer able to do so. She says her mental and physical health would deteriorate and she would just be waiting for the Lord above to come and collect her.
 - Expressed she would be miserable if she could no longer attend Age UK. She looks forward to mixing and chatting to other people. She has formed some close friendships at Age UK at a time in her life when it was needed. She says it is a great crowd of people and the staff are fantastic, very kind and helpful.
- Says she would become more dependant on her family taking away what little independence she has left. She feels she would become a burden to her family and she would not be able to get out as her family have very busy lives.
 - B wouldn't be able to get a bath and would miss friends and staff if she couldn't attend Age UK.
 - Expressed that if she could no longer attend she would be so disappointed and it would have a great impact upon her life. Again she would become socially excluded and isolated and very lonely.
 - Expressed that she loves to come to Age UK and would feel awful if she could not attend the day care anymore. She would miss everyone very much and wouldn't know what to do with herself during the day. She feels safe and knows that she will enjoy the activities that are on, on the day she attends. She enjoys chatting to the staff as they look after her very well. She says that if she has any problems she knows the staff will help her.

AS12: Review of the Eligibility Criteria for adult social care services
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ Says that she would be stuck indoors all the time if she did not come to Age UK. Her health would deteriorate and her mental well being would suffer. She asks “how people could allow this to happen. How could someone make her suffer like this, we all need fresh air and freedom to live a happy, healthy and fulfilled life. So why would someone take all what she has away from her?”
<ul style="list-style-type: none"> ▪ “Wouldn’t have a life worth living – it’s true”. These are Toby’s words. He feels that he would have nothing to live for. He feels that at the moment this is the only thing that keeps him active and sane. Without Age UK he feels that he would become socially excluded and no-one would be there to have an interest in him. He asks “who would care if I’m lonely?” ▪ T would have to stay indoors if she couldn’t come to Age UK as it’s the only time she gets out.
<ul style="list-style-type: none"> ▪ S would miss his days out if he couldn’t attend Age UK. ▪ J couldn’t do without Age UK. June would be on her own all day and really looks forward to coming. ▪ D likes coming to Age UK as it gets her out of the house and she would miss all her friends if she couldn’t come any longer. ▪ N would be lonely and miserable if she couldn’t come to Age UK. ▪ N would miss coming to Age UK as she has no relatives and would be very lonely. Enjoys coming very much.
<ul style="list-style-type: none"> ▪ J loves coming to Age UK and the company, and if she couldn’t come any longer she would not get out of the house. ▪ P would just be sat in on her own all day watching TV if she could not come to Age UK. She enjoys spending time with friends and getting a good meal. ▪ She says it would have a massive impact on her life if she could no longer attend Age UK as she does not have any family and apart from carers it’s her only contact with the outside world. ▪ V doesn’t know what she would do with herself if she could no longer attend Age UK. She would also miss everyone a great deal.

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Consultation Feedback from services users, carers and organisations

Negative Impacts Identified

- W said that his life would not be worth living anymore if he couldn't come to Age UK. He looks forward to coming so much. When W first came to Darlington he wanted to move back to Hartlepool, then he started to come to Age UK and wanted to stay. This is where all his friends are and he would miss it more than anything if he couldn't come.
 - D is a newcomer to Age UK and is really starting to enjoy it. Would now miss everyone if he couldn't come. The staff are cheerful and helpful.
 - J would miss socialising if she could no longer attend Age UK. Joyce enjoys coming and if she couldn't would just stay at home.
 - Only leaves the house to come to Age UK. If she was unable to attend she would miss it greatly and it would affect her physical and mental wellbeing. She would no longer see the many friends she has made over the years coming to Age UK and it would be so upsetting.
 - Would be very fed up and angry if she was unable to attend Age UK. The loneliness would take over and she would have no social stimulation at all. She would have nothing to do and every day would just be the same.
-
- Enjoys coming to the Day centre and would miss her friends if she was unable to attend. She would feel lonely and isolated and would be very bored if she had to sit at home all day on her own.
 - Would miss all the staff and his friends very much. He would be socially isolated and would not be able to see his friends any more. He would become withdrawn as he would have no social stimulation.
 - Would miss not being able to come to Age UK as he enjoys coming. He is assisted with personal care when he comes to Age UK so if he was no longer able to come, his personal health and care would suffer causing a higher risk to infections.

AS12: Review of the Eligibility Criteria for adult social care services
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ Would be very disappointed if he was unable to come and would miss the staff and all his friends very much. He would become very lonely and socially isolated. His mental and physical health could deteriorate due to no social stimulation. ▪ Only leaves the house to socialise to go to Age UK. She meets all her friends there and enjoys catching up with them. She would be very lonely and isolated if she was unable to attend. She would miss it very much and would not see any of her friends any more. ▪ Irene only leaves the house to come to Age UK so it would have a huge impact on her life if she unable to attend Age UK. She would be very lonely if she could not come and see her friends any longer. ▪ If she was unable to attend she says this would make her feel secluded as she suffers with depression. She feels she would be socially isolated and she would sink into a deep depression to which she would be unable to get out of without her friends. She feels she wouldn't know what she would do if she didn't come to Age UK as she wouldn't have anything to do at home. She would be so lonely. ▪ V comes to Age UK to see her friends. She classes the staff as friends and enjoys chatting to them on a weekly basis. If she was unable to attend Age UK due to loss of money she would be so lonely and feels she would be isolated from everyone she classes as her friends. She would not be able to see her friends again as she cannot leave the house unsupervised to go and see them
<ul style="list-style-type: none"> ▪ Husband with Parkinson's disease, has been receiving 3.5hrs support for approx 6 weeks. Made such a difference – there's only me, made me not very well and if I can't do it there's no one else, relying on me more and more. ▪ Feels like a relief – what if my health deteriorated, if no services/support ▪ Would be very stressful I would go further under; I Suffered slight depression ▪ Contact with Carers support group – I feel positive now. Someone there – it's a safety net. I can nip out knowing the carer is there, it's working well. ▪ A small package making a big difference, husband happy with carer, got to know her, nice routine. Would be sad if its taken away. Parkinson's – so only going to get worse.
<ul style="list-style-type: none"> ▪ Loves attending Techworks – sees his friend doesn't want to stop going ▪ I'd be upset – miss my mate, I've gone there since it opened, went to Beck House first now Techworks ▪ Goes out with brother on a night ▪ If I couldn't go I'd stay at home with mam – I'd be sad, I'd miss my friends, my best mate ▪ My mate is very important to me – I'd really miss him ▪ I could pay towards the costs but not for 5 days a week.

AS12: Review of the Eligibility Criteria for adult social care services

Consultation Feedback from services users, carers and organisations

Negative Impacts Identified

- Effect on me would be devastating
 - I would be lost without help from the carers
 - What help would I get instead if the current care stops?
 - It's wrong for this to happen. I've served my country and paid my dues so why should I be penalised?
 - I feel very angry about this.
 - If people are affected, you can't leave people "hanging out to dry"
 - It's not fair for the Council to do this.
 - Older people are not getting a fair deal.
 - Why should other people get more money for nothing?
 - It's a cop-out for the Government to use spouses/children as carers.
 - I'd feel disloyal not helping my husband but the extra work could impact on my health as well. What will happen to people on moderate now and will people still be on moderate when reassessed?
 - Will people on low/moderate lose their flat?
 - We've been "systematically stripped" with one service after the other. Feel we are an easy target as we are an "expensive commodity"
 - The Council shouldn't be relying on families to assist with providing care for people.
 - Caring for a relative can overtake your life.
 - One person had relied on carers after leaving hospital. Without them wouldn't have been able to have a midday meal or done their washing.
 - I care for my mum and I want quality time with her, not caring time.
 - My mum doesn't get anywhere as often as she used to as I have been ill and have been unable to take her out. I would just be sat in the flat with no carers support as couldn't get out of the flat.
 - No family nearby so the carers are almost the only people that I know. Wouldn't be independent without them as I rely totally on them. Don't really know what would happen without them – may end up spending lots of time in hospital.
 - I try to do most things myself but I get back-up from the staff and this gives me a feeling of security which I wouldn't have without them.
- My sister J lives alone and does not cook for herself. She is 60, has had mental health problems for some years. She has signed the form but does not understand what she is signing, therefore she has asked me to look at it. She is getting a person to help her, according to her social worker Judith. Takes medication and has injections every two weeks at Hundens. I help her to keep paying her bills correctly and help with her shopping or should I say my husband does, as I myself am disabled with heart problems, the form is late because we have been away on holiday. Janice has had falls recently therefore is seeing a physio for her back. We have tried to help her since Mum died but my health is deteriorating. I've just wrote on this form, obviously the forms are for organisations to fill in because even with a high school and college education, it baffles me, so J would never comprehend it.

AS12: Review of the Eligibility Criteria for adult social care services
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ It would mean not being able to shop as much so not enough food. Also the help I get with meals won't be there. The help with my housework will cease and hygiene levels will drop. All these things will have an impact on my daily fight with pain and M.E. I'm one of the many that are grateful for the help that the others never see or would understand. The social services have enabled me to become a more positive person that now wants to have a life and not just vegetate. The negative is to degrade and be forgotten by the service that has just given me my life back. ▪ I am a 51 year old man who was diagnosed with bi-polar manic depression at the age of 35. I live in a garden flat supplied by MIND. I have lived there for 11 years and feel safe. I may not access their help on a daily basis. However their sheer presence is reassuring, bearing in mind my mother is 86 years old and frail and I have been sectioned under the 1988 mental health act on seven occasions.
<ul style="list-style-type: none"> ▪ I am concerned about how people with mental health issues that a fluctuations in their behaviour will be assessed if they are seen on a good day they may not be seen as having critical or substantial needs but the social workers need to understand that when I hit a low I hit it quickly and then get suicidal thoughts. ▪ I am usually very independent but when I am having an episode I find it very hard to communicate and I need to know that there is a safety net to know that someone is there to help when I need it. If I go to health I often seem to get locum GP's and I need to explain everything time and time again. I have a need for a person who can recognise the signals when things are going wrong. This may only need a brief 5 or 10 minutes just to pick this up because they know me. If I lost this support I could require hospital treatment, lose my independence and become suicidal. ▪ I am concerned that removal of low level services will need for higher level services later and I don't want this as I want my independence.

AS8: Review of the Severe Disability Premium Disregard
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ If I didn't have enough money I'd feel down ▪ No money to buy things like shoes ▪ I don't like to ask for money. I like to be independent. ▪ No money for heating I would go to bed to keep warm.
<ul style="list-style-type: none"> ▪ Need money for food and support to go shopping. ▪ Would be difficult to go shopping on my own. ▪ Don't like to go out at night, don't feel safe – go out in a taxi. ▪ Need help with money as I make mistakes. ▪ Have a mobile phone to keep in touch with my family.
<ul style="list-style-type: none"> ▪ I only have money for the bare essentials don't know where I could cut down. ▪ At the moment I use my work pension for going out with my grandchildren if I couldn't do this as I had to use it towards my care I would feel depressed and not very happy. If I had to pay more I could use my savings but I was hoping to leave that to my family as a thank you for all the care and help they have given me. I would be very upset if I couldn't say that thank you.
<ul style="list-style-type: none"> ▪ If you take this money from me I will not be able to go out with my ILF worker, as I pay £25.14 per week for her to take me out 20hours per week. I will become isolated, I won't be able to be part of the community which will make me depressed. ▪ I won't be able to attend stage everyday which means I will be stuck at home. I would feel upset and angry. I would become stressed which would trigger increased seizures. I will end up in hospital. ▪ I wouldn't be able to buy the fresh food I need for my healthy diet. I would eat junk food and put on weight. ▪ I couldn't afford to keep up with the household bills, this is part of my tenancy agreement. I would get evicted. It would cause ill-feeling with the other tenants.
<ul style="list-style-type: none"> ▪ I suffer from Agoraphobia, arthritis, and without the care I get I could not manage so by taking away more money from me it would mean I would suffer enormously. ▪ By taking more money from me I would not be able to eat properly. It would have a massive impact on my social life. ▪ I would not be able to use as much electricity, gas. I would have to be very careful. It would affect things like clothes, toiletries. It would mean I would have to cut down going out of the house as much which is very important to me as I suffer from agoraphobia. ▪ I have already listed what the bad things are that will effect me but also just to say it would effect me mentally as I would not be able to go out very much so would become depressed due to the cuts in my money.

AS8: Review of the Severe Disability Premium Disregard

Consultation Feedback from services users, carers and organisations

Negative Impacts Identified

- Negative impacts – it will cost me more money. There will be less personal income available to take my relative out or do things with. How can increasing the amount contributed by a user possibly have a positive impact? It will always be negative by nature of charging more.
 - Although these changes may not affect me financially, I feel strongly against them as SDP allowance is already means tested and is awarded for medical reasons. If it wasn't needed it wouldn't be awarded in the first place. I will also have less money and may also have poorer standards of care.
 - Bad things – less money to pay my bills causing me worry which will impact on my health by being stressed. Not enough money to purchase food of quality I like – poorer diet. Not afford to go away for a break or holiday as it is expensive to pay for carers. This will add to my stress. Not get out as much as I like. Not afford fuel in my car. It is important I get out to make me feel well and happy. Because of all of the above – less money will impact on my daily living choices as well as long term choices such as holidays etc.
 - L needs support in everything. Is special needs, also has angina and can't do without a carer. Needs help in everything.
-
- Service User attends Stage Productions Mondays & Thursdays, Gateway Tuesday, Pathways Wednesdays & Fridays. If had to pay more – that's upsetting. I'm right happy staff are lovely, that won't close will it? Would like another day at Pathways it's a bit boring coming here (Gateway). If I couldn't go I'd get agitated and frustrated. I'd be bored stiff helps me to know where I'm going- got me all chewed up thinking about it
 - Comments/Impacts from brother who is carer: Lives Independently – familiar with surroundings all the neighbours know him. Structure is very important to him. At weekends he goes shopping with friends, visits family and friends so he still has structure. If he couldn't afford to go to the day opportunities he would be milling around town and be very vulnerable. He would be disappointed, upset. Badly affect social life – interaction is what he likes. He attends weight watchers for his health as well as social aspect/swimming. He is happy and I wouldn't want to jeopardise that.
-
- In the new policy I will be financially pushed and may not be able to manage all the care I need to maintain my independence. This could have long term effects on my health and ability to stay in my own home. The form is not easy to understand, not enough time to fill it in and no help offered. I am unable to attend the drop-in's offered. I have a changing condition and my age is against me. I feel I will need more daily help in the near future but I this policy goes through I will not be able to afford more care. I already depend on a few friends for some help. M has help with showering three times a week and is unable to manage her own shower and is prone to urine infections so health would deteriorate.

AS8: Review of the Severe Disability Premium Disregard
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ M would suffer very low mood swings due to not being able to maintain her hygiene. Would have a very depressed tenant which would affect her health and the ability to maintain an independent tenancy. Marjorie has three times daily drops in her eyes due to macular degeneration. If she did not have help her eyes would be dry and painful as she is unable to lift her arms to put in the drops. Without the drops, Marjorie is very irritated by her eyes and can affect her balance. She is also prone to falls. Marjorie has a half-hour call for ironing once a week as she cannot manage to iron. If her clothes were not ironed she would get very depressed due to not maintaining her independence. Dealing with a tenant who suffers depression can be frustrating and time consuming. As manager I am unable to help with ironing.
<p>Due to paying a proposed payment I would suffer hardships which would impact on my social time and normal life. Examples are as follows. The rising price of cider makes socialising hard at the moment. With this payment I would have to reduce greatly my social time and this will affect my mental health. As I pay towards my care now, paying the proposed payment would affect my value of life and is depriving me of choice which I now make and could leave me social excluded in my community. Also I use care UK now and shopping would be affected with rising prices as I have a limited budget now and my physical health may worsen as I would have to spend less on food to cover the proposed payment. As the payment would also affect me in my heating and electrical bills, I grow concerned by rises now. But this could result in me turning heating off and doing without which would affect my physical health.</p>
<ul style="list-style-type: none"> ▪ Those who have premiums taken away and therefore lose support will suffer unhygienic health risks (no baths, showers, strip washes etc.). No clean clothes daily. No health balanced diets. Uncomfortable and dangerous surroundings. Depression living as a recluse, seeing no-one from day-to-day. We must be extremely careful what we take away from our very vulnerable and weak elderly disabled and lonely.
<ul style="list-style-type: none"> ▪ Negative impacts – I have a cat which is my only companion as I live alone. I rely on having extra money to pay for unexpected vets bills. I may have to stop my daily paper as it will become an unnecessary expense. I am treated for anxiety. This will make me more worried and nervous.
<ul style="list-style-type: none"> ▪ In the future would like to live independently. Learning independence skills to liver on her own – these proposals could affect my future. Wouldn't be able to pay for heat, food and prescriptions. If I couldn't afford my prescriptions my physical and mental health would go down hill. I wouldn't be able to go out on my own, might have to stay at home longer. Impact on parents, they aren't getting any younger. Would make it more difficult for parents.

AS8: Review of the Severe Disability Premium Disregard
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ Less service impact could limit social life as I would have to prioritise personal care. Would make me very bad tempered and could lead to serious consequences. ▪ Disability related expenditure already taken into account. Future impact – son could move out later – this would stop him. Not have the same choices, would have to stay at home with parents. Taking away chance of independence. Gets harder for parents. Negative impact on family – financially, socially and emotionally. Friends could withdraw. ▪ Parents might not have the money to help out so parents might not be able to pay their bills.
<ul style="list-style-type: none"> ▪ Finding extra money will be extremely difficult. Quality of life will suffer. Be so many cut backs haven't got the quality of life may have to give up Supported Living. Parents will have to help out. Can't work overtime. People will lose skills/confidence individuals will lose self worth. Accessing mainstream services fear of no choice. Less people using services means people are forced to do what they don't want to do. Confidence goes, has a mental impact. ▪ People who took out loans as they thought they could afford to pay them back if they have to pay extra they can't afford what they originally thought they could. ▪ Attending gym to keep fit and healthy – Use taxis to get out to work. Would have a great impact on his mental health if he missed out on social activities. There'd be nothing to look forward to. ▪ May cut back on the wrong things i.e. food – then become ill. Not paying bills could lead to loss of tenancy. How do you provide support to people to make the right decisions? May put people off independent living. Could cause conflict in Supported Living if one person has to pay more than another. People will end up in a critical position who may have been moderate. Institutionalise people – doing things they don't want to do.
<ul style="list-style-type: none"> ▪ After doing a little math I worked out my contribution could come in at £288 per month if, as my condition worsens, I required the care hours. This would represent somewhere between a 3rd and a half of my total income spent on care. My main concern would be on whether I could afford to live on the remaining income. The impact of this of having to live hand to mouth would be very stressful, not knowing if I would have the money to cover my bills month-in month-out would lead to many sleepless nights of worry. The thought of having to borrow money from friends or family, or even emergency council loans to cover the basics of living would be a humiliating experience not to mention the stress of having to work out if I would ever be able to repay them.

AS8: Review of the Severe Disability Premium Disregard
Consultation Feedback from services users, carers and organisations
Negative Impacts Identified
<ul style="list-style-type: none"> ▪ Secondly the impact of not been able to meet my gas and electricity bills would, obviously be, that I run the risk of being cold during the winter. A major side effect of my arthritis treatment is that it wipes out my immune system and chest infections can in fact put my very life at risk due to the medication. To have to face a winter cold without being able to run the heating due to financial concerns could potentially put my life at risk and that £108 would nicely cover my monthly winter fuel bills.
<ul style="list-style-type: none"> ▪ I am writing on behalf of my son in response to the council's proposed changes in the way they calculate the financial assessment. J is an ILF user and makes a contribution of £46.20 a week to ILF. Previously when the local authority charge has increased the contribution to ILF has decreased by the same amount. I have now been informed that ILF are no longer doing this. This means that if the proposed council increase goes through by the time he has paid ILF, food, household bills, he will only be left with £23.80 per week to live on. This doesn't leave him enough to continue to live independently. ▪ Also, the council haven't regularly financially assessed him. His last assessment was three years ago in July 2008 and therefore the increase in what he pays the council will be more than the stated £27.65.
<ul style="list-style-type: none"> ▪ If I had to pay more I may not be able to get out and about and may lose some of my support which I rely on. ▪ I wouldn't be able to live properly. May sit down and have a good cry and wouldn't know which way to turn. May get depressed/feel horrible, even suicidal which would affect my mental well-being. ▪ I may not be able to afford extra help, heating in winter, meals on wheels which would ultimately affect my health. ▪ It may take a lot of my independence away. ▪ My standard of living may go down.
<ul style="list-style-type: none"> ▪ Would need to find £100 extra a month? I wouldn't have it. Don't know, can't think of anything. Yes I would like to be able to pay extra £100 but I wouldn't be able to pay it. I don't think I could cut down on anything. I just cover my costs now, have £4 left. Don't smoke, drink or socialise. Don't go out. Can't walk very well and hands getting worse. I save very little. If it happened I would feel worried by I wouldn't be able to pay it. I would get into debt. It would make me I would like to pay this but hard luck.
<ul style="list-style-type: none"> ▪ Would be a big loss, have to make things stretch. I'd go without. I like to buy clothes would still want to go out because I'd be bored. I do need help so I would struggle. I'd get angry. I'd have to cut back on groceries, food costs more now anyway. I wouldn't go out, and I have just got used to going out – going backward not forward. I'd be in one hell of a mess.
<ul style="list-style-type: none"> ▪ Solicitor deals with finances.

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<ul style="list-style-type: none"> ▪ A lot of talk about social inclusion, this will reduce social inclusion. Joseph Rowntree Foundations say's you need a certain amount of money to participate fully in society. It would increase my social isolation. I couldn't afford to go to the Dolphin Centre.
<ul style="list-style-type: none"> ▪ It would impact on my ability to travel. It is a cumulative problem if people cannot get out to do some "living". I would have to make some hard choices. Do I socialise and do thing that make me feel well or do I eat/heat?
<ul style="list-style-type: none"> ▪ I think it's absolutely shocking. It's a lot of money to find. Why not ease it in, why does it have to be 100% why not 75%. £27 a week is like feeding a second person, what about inflation, I still need food, petrol – to get out of the house, I can't use public transport. What if things go wrong, can't even think about savings. ▪ Concerned as things are difficult to manage now. I haven't got it, I'm struggling now. I had to pay for a taxi to go to hospital as I didn't have time to book an ambulance this cost me £13, I would end up putting off operations. I have a good mind, but need things to occupy my mind, the only thing I can do unassisted is read. It's an existence not a life. If I can't do anything constructive I don't want to be around, I have no quality of life. I have potential that isn't being met. I have good family but they couldn't help with my care. ▪ I would really struggle, quality of food/nutrients is important to health. Recently lost a lot of weight can't afford to loose anymore. I have brittle bones. My appearance is important to me I don't want to be dirty. Has a catheter, but it doesn't work properly and I have to change my clothes regularly. If I couldn't do this I would get depressed and this would affect my self esteem. Accessible transport is difficult on a weekend and taxis are expensive.
<ul style="list-style-type: none"> ▪ I have a mortgage to pay, my wife deals with finance. I can't think about it, it is too stressful. Double whammy – fairer contributions and all the other cuts. There is a cumulative impact from these proposals. Disabled people are the most vulnerable in society. Cuts shouldn't be made from the most vulnerable people.
<ul style="list-style-type: none"> ▪ We have very little money to start with. For me the gas has gone up again. Won't be able to heat home as much. Holidays and treats would stop. Quality of life would be affected.
<ul style="list-style-type: none"> ▪ If these proposals were to come into force the impact this would have on me would be immense. I would not be able to afford to go out as much, as there would be less money to pay for fuel. If I was not to go out I would get further depressed. I already have depression and in the past I have found that if I am unable to go out and socialise with family I become very low, which results in me getting incredible upset and makes me doubt the point of living.

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<ul style="list-style-type: none"> ▪ I would not be able to afford to buy my weekly groceries which include foods which I need that are high in nutrients which I need for my health. Instead I would be forced to buy cheaper products which would have an impact on not only my health but my daughters.
<ul style="list-style-type: none"> ▪ I currently have debts which I have repayment agreements in place for. These debts were occurred when I lost my job due to my disability. If the proposals were to happen then I would not be able to make the minimum repayments which would result in me losing my home.
<ul style="list-style-type: none"> ▪ I currently need to stay at home for long periods due to bursts of ill health, which results in me using more electricity and gas. With the increase in fuel costs and the added pressure of the above proposal I would not be able to heat my home sufficiently. I couldn't live if I had to pay this extra money. ▪ At the moment I use any spare money to save for a holiday but I wouldn't be able to do that if these changes happened. ▪ I'd have no money for things that are luxuries to me but everyday things to other people. ▪ I would struggle a lot. ▪ Due to my disability I feel the cold more so need the heating on a lot. As a result it costs me more to heat my home which I might not be able to do.
<ul style="list-style-type: none"> ▪ What will happen to people on moderate now and will people still be on moderate when reassessed? ▪ Will people on low/moderate lose their flat? ▪ We've been "systematically stripped" with one service after the other. Feel we are an easy target as we are an "expensive commodity" ▪ The Council shouldn't be relying on families to assist with providing care for people. ▪ Caring for a relative can overtake your life. ▪ One person had relied on carers after leaving hospital. Without them wouldn't have been able to have a midday meal or done their washing. ▪ I care for my mum and I want quality time with here, not caring time. ▪ My mum doesn't get anywhere as often as she used to as I have been ill and have been unable to take her out.
<ul style="list-style-type: none"> ▪ No family nearby so the carers are almost the only people that I know. Wouldn't be independent without them as I rely totally on them. Don't really know what would happen without them – may end up spending lots of time in hospital. ▪ I try to do most things myself but I get back-up from the staff and this gives me a feeling of security which I wouldn't have without them. ▪ I would just be sat in the flat with no carers support as couldn't get out of the flat
<ul style="list-style-type: none"> ▪ Currently has support to go to day services at Springfield and a carer is paid for to go to Newcastle Football Club and to Darlington FC. Also likes to go to the races at Ripon and Redcar. If I couldn't do these things I

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would feel sad and unhappy. I go by car to these activities as I cannot use the bus as I am too nervous. If I couldn't afford to pay this carer I would have to stay at home and would get bored and unhappy.

- Someone helps with ironing and cleaning, food and cooking and if I didn't have this help I would possibly become ill.
- I also get help with looking after my money and paying my bills. If I didn't get this helps I would end up owing lots of money.
- I have a problem buying clothes as I find that jackets and trousers do not fit me off the peg so I have to have them made to measure. This means they cost me more so if I didn't have money to do this I would look horrible and be unhappy.
- I also have to buy shoes more often as I have problems with my nails and go to chiropody. This would be a problem if I had less money as I couldn't buy shoes as often.

- What happens if I can't afford to pay for the service I need? Who will monitor the care I receive if it is not with/through Social Services? Will there be a regulated and monitored cleaning service/washing/shopping service registered with either Social services or Age UK? How can you expect an older person to understand these forms, to visit the open days and get this form back within five days of receiving this vote?
- In the new policy I will be financially pushed and may not be able to manage all the care I need to maintain my independence. This could have long term effects on my health and ability to stay in my own home. The form is not easy to understand, not enough time to fill it in and no help offered. I am unable to attend the drop-in's offered. I have a changing condition and my age is against me. I feel I will need more daily help in the near future but I this policy goes through I will not be able to afford more care. I already depend on a few friends for some help.
- Due to paying a proposed payment I would suffer hardships which would impact on my social time and normal life. Examples are as follows. The rising price of cider makes socialising hard at the moment. With this payment I would have to reduce greatly my social time and this will affect my mental health. As I pay towards my care now, paying the proposed payment would affect my value of life and is depriving me of choice which I now make and could leave me social excluded in my community. Also I use care UK now and shopping would be affected with rising prices as I have a limited budget now and my physical health may worsen as I would have to spend less on food to cover the proposed payment. As the payment would also affect me in my heating and electrical bills, I grow concerned by rises now. But this could result in me turning heating off and doing without which would affect my physical health.

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- M has help with showering three times a week and is unable to manage her own shower and is prone to urine infections so health would deteriorate. M would suffer very low mood swings due to not being able to maintain her hygiene. Would have a very depressed tenant which would affect her health and the ability to maintain an independent tenancy. M has three times daily drops in her eyes due to macular degeneration. If she did not have help her eyes would be dry and painful as she is unable to lift her arms to put in the drops. Without the drops, M is very irritated by her eyes and can affect her balance. She is also prone to falls. M has a half-hour call for ironing once a week as she cannot manage to iron. If her clothes were not ironed she would get very depressed due to not maintaining her independence.