

### **Disability Equality Impact Assessment Questionnaire**

<b>Policy/Service/Change being assessed:</b> Carers Support Services Review	<b>Department:</b> People
<b>Person Responsible for Assessment:</b> Lisa Holdsworth	<b>Date of assessment:</b> 20.1.12

**Brief description of service and to whom provided/available:**

**Proposal Contained within the MTFP: Review Carers Services Contracts**

Components of proposal: To review current contracts and operational element of Carers Service and redesign against specific outcomes.

There may be a change in service for carers which may cause worry and concern however by redesigning and specifying outcomes there will not necessarily be a reduction.

The Council currently provides a Carers Support Service through 2 Carers Support Workers that it employs directly and through contracted provision from Darlington Association on Disability (DAD).

The support provided includes the following:

emotional support/a listening ear; information and advice; signposting to other agencies who can provide support; running groups for specific groups of carers; referring people to Adult Social Care/liaising directly with Care Coordinators; taking part in meetings to make sure that the carer's voice is heard; supporting carers to take part in meetings to plan and develop strategies and services; undertaking development work; helping people to identify themselves as carers by undertaking publicity work; providing training for staff in the Council and the Health Service so that they can help people to identify themselves as carers and know what support is available for carers; managing Darlington's carers register and sending out a quarterly newsletter.

The service provided by DAD is available to all carers in Darlington.

The service provided by the 2 Carers Support Workers employed by the Council is available to carers of people with Learning Disabilities and Mental Health needs who have input from Care Coordinators employed by the Council or TEWV.

The 2 services provide differing but complementary aspects of carers support.

Those most directly affected by the proposals are carers but there are also likely to be effects on Adult Social Care and on other organisations that come into contact with carers, such as the Health Service and voluntary sector organisations.

In addition, information provided by Carers UK indicates that carers save the UK £119 billion per year, an average of £18,473 per carer. A number of carers spoken to in the course of the impact assessment process highlighted the potential costs to the Council and the Health Service of not supporting carers to continue to care.

In addition to the Consultation events which have taken place as part of the 2011/2012 MTFP budget consultation events

Specific impact assessments sessions were relating to this specific proposal as follows:

- Dementia Carers Group – 5th January
- Generic Carers meeting – 9th January
- Learning Disability Carers Subgroup – 10th January
- Young Adult Carers Group – 11th January
- Carers' Strategy Steering Group – 17th January
- Male Carers Group – 18th January
- Circle of Friends – 19th January
- Mental Health Carers Group – 26th January

All impacts identified have been collated and are detailed on pages 10-35.

- Letters and briefing papers were sent to a sample of 100 carers on the Carers Register operated by DAD Carers Support Service, plus those carers who receive ongoing support from the 2 Carers Support Workers employed by the Council. These invited carers to express their views on the most important outcomes and types of support that should be provided by Carer Support Services and to identify any positive/negative impacts of proposed changes to these services. Carers were also invited to attend a consultation meeting on 9th January.

- The briefing paper was also posted on the Council's website with a link from the DAD website front page and was subsequently distributed to Carers' Strategy Steering Group members and to DBC Care Management/Care Coordination staff to enable them to express their views.

An overview of the key components and themes of the Impact information obtained have been detailed below.

### **Positive Impacts**

2 individual carers identified 2 related positive impacts from proposed changes to Carers Support Services as follows:

- Opportunity for a more joined up, seamless service
- Opportunity to look at bringing all carer services together – and being impartial of the local authority. This would be: 1) Cost effective 2) Less confusing for carers – only having one point of contact

No other individual carers or groups identified any other positive impacts and some specifically noted that 'There are no positive outcomes to the proposed changes'. Carers also highlighted that if the support provided stopped or reduced, all of these positive impacts from current services would be at risk.

### **Negative Impacts**

A considerable number of potential negative impacts for both carers and the people that they care for were identified. These can be grouped under the following main headings:

- The effect of reduced funding on the ability of Carers Support Services to deliver valued activities such as groups, the newsletter and the provision of emotional support, information and advice in a timely manner and in the carers own home if required. – 'Not available to contact 9 – 5'; 'Limited support and more signposting'; 'No one to turn to in a crisis – lack of services'; 'If the groups stopped would go back to being isolated again'; 'The group gives you a break and builds confidence; 'The world looks on you like another loser and they don't understand – people at the group understand'
- The knock on impacts of this reduction on the emotional and physical health and wellbeing of carers – more stressed; more isolated; less able/unable to cope; impact on carer – cared for relationship; 'impact on my health as I already have heart problems and anxiety'

- Impact on the financial wellbeing of carers – not being aware of benefit entitlement; ‘I would most likely have had to stop working – loss of income – greater resentment –build up of stress.
- Impact on the people being cared for – ‘Loss of service would mean I was on my own with nobody to turn to – would affect the health and wellbeing of the person I care for’; ‘They may have had to look at residential care’; ‘May result in my wife’s return to hospital’
- The financial impact on the Council/Health Service if carers were not supported and couldn’t continue caring - Huge and and economic impact if support not provided at home. The cost of providing this support is ‘minute’ compared to the cost of looking after people in hospital/care homes.
- The impact of not finding “hidden carers” and the likelihood of increased carer crisis – I would like to speak obo carers who have not yet identified themselves as carers and say it is important to have someone working to assist them to do this and prevent a crisis which would keep them well to be able to continue caring.

**Positive Comments about existing Carers Support Services**

Many positive comments were also made about existing Carers Support Services and the benefits of these. If the support provided was stopped or reduced, all of these positive impacts from current services would be at risk. Some carers (and in particular the Mental Health Carers Group) strongly stated that no reduction should be made to Carers Support Services funding.

**Current Budget £000’s:** 74 plus funding for 2 posts

**Financial Savings**

2012/13	2013/14	2014/15	2015/16
25	50	50	50

## **Introduction**

This template should be used with the Disability Equality Scheme 2006-2009. Completing this template without following the rest of the disability equality impact assessment process outlined in the Scheme does not comprise a disability equality impact assessment.

### **Q.1 Is your service/policy/change accessible to all disabled people? Bear in mind any economic, social, environmental, physical, intellectual, cultural, linguistic, technological or other barriers.**

The caring role can affect people within each of the groups detailed below. The remit of the proposal is:

To review current contracts and operational elements of Carers Service and redesign against specific outcomes.

There may be a change in service for carers which may cause worry and concern however by redesigning and specifying outcomes there will not necessarily be a reduction.

<b>Issue</b>	<b>Yes</b>	<b>No</b>	<b>If yes, what evidence do you have to demonstrate this?</b>	<b>If no, what do you plan to do to remove barriers to access?</b>
Physical or mobility impairment	x		Carers support services are provided from accessible venues or via home visits.	
Sensory impairment	x		Communication support is available if required.	
Learning disability or mental impairment	x		Carers Support Services are provided in a person centred way and can be adapted as appropriate to meet the needs of someone with a learning disability or mental impairment.	

Other disabilities and health conditions covered by the Equality Act 2010 (eg. diabetes, HIV, multiple sclerosis, depression and cancer)	x		Carers Support Services are provided in a person centred way and can be adapted as appropriate to meet individual needs.	
Any other disability issue (e.g. frail/vulnerable people, people with mild impairments who do not perceive themselves as disabled, people with multiple impairment)	x		Carers Support Services are provided in a person centred way and can be adapted as appropriate to meet individual needs.	

**Q.2 (a) For whatever reason, does your service treat any group of disabled people differently from its other service users?**

Yes

x

No

**If you have answered 'yes', please specify those individuals or groups affected and whether the impact has the potential to be adverse.**

A number of possible ways of mitigating negative impacts have been identified:

- Dementia Carers Support Worker – this 1 year post provided by the Alzheimers Society has recently commenced. The postholder will facilitate the Dementia Carers Group and provide ongoing 1:1 support.
- Dementia Advisor post – this is a 1 year post that is currently being advertised, which will provide added capacity for signposting/information giving to carers of people with dementia.
- Lower level of saving in year 1 – by phasing in the reduction in funding, this will give a longer lead in time to determine the most effective way of providing the services with decreased funding levels and/or to identify alternative funding sources.
- Seek to obtain funding from other sources - eg PCT; TEWV; external provider to seek charitable/other funding as appropriate. The PCT currently fund a Health Link Worker who are looking to secure further funding for an extra worker. DBC will be negotiating with the PCT for additional funding to support the management overhead costs of the current contracted service by DAD who provide the management for the health link worker post.
- Community Support Network – this is currently under development and may be able to take on some of the less specialist information giving/signposting role. We will need to ensure that carers are included in its remit.
- Streamlining/refocusing Carers Support Services- by concentrating on what works best and prioritising outcomes, we should be able to minimise negative impacts by doing less of what is less effective. Having said this it will be the commissioning intention of the Council to commission a Carers Service that provides the same level of support and outcomes for less cost - an outcomes based specification will be developed.

**Q.3 (a) Do you promote disability equality within your service? (e.g. through departmental equalities group, innovative marketing or community engagement techniques)**

Yes  
No

x

**If you have answered 'yes', please give examples of how equality is promoted.**

The Council is committed to promoting equality of opportunity in all services and policies and disability equality is promoted in all areas of service delivery.

DAD as an organisation of disabled people is committed to the promotion of disability equality.

**(b) Do you promote positive attitudes towards disabled people? (e.g. through customer care training, cultural issues awareness training, the use of images of disabled people in your publicity material)**

Yes  
No

x



**If you have answered 'yes', please give examples.**

DAD

**Q.4 Are there any plans in place within your Service to promote disability equality more effectively?**

Yes  
No

x

**If yes, please outline what you intend to do (including details, if known, of timescales and areas to be covered, etc.)**

DAD has an ongoing commitment to promote disability equality.

Carers Support Workers employed by the Council also undertake this on an ongoing basis as part of their role to support carers.

**Email Impacts Received – Outlining potential impacts upon Disabled People**

Email	01/12/2011	I read through the recent issue of town crier at the council's proposed budget cut back and I couldn't help but notice that the vast majority of the proposals referred to cutting amenities and services such as the dolphin centre closing on bank holidays and less road maintenance etc. These will mildly inconvenience people at best but what struck me was that only the disabled group are actually getting hit directly in the pocket, an attack on their actual income, by the proposal to take 100% of their severe disability premium. No other parts on the benefits system are getting hit according to your proposals, where is the clamp down on child benefit etc? why is it the disabled always get hit? Is it because we are a small minority, a small group whose votes won't affect an election outcome but hit something popular and there will be uproar. I recently stopped having my socks put on a morning by a carer as it was costing me nearly £100 per month just to have socks put on, does that sound just and fair to you?
Email	14/12/2011	I am writing about the proposed cut to funding for the disabled, i.e. DAD Carers Support Service. I am full time carer for a gentleman of 42 years old who suffers from Downs Syndrome he attends Tec works day centre. I understand the items up for consultation include reduction of welfare rights. review of supported bus service. and of dad itself. If these services were closed down it would be just about the end of him as it is his only way of feeling like he means something to society, it is his be all and end all to everything. I can't drive so the bus service for him to get to his work would be the end of his happiness, it might seem over the top to you but not to him. And DAD has been a great help if we run into any problems. Welfare rights are a big help to in helping you through all the red tape of benefits and entitlements regards.

**Review of Carers Support Services and DEIA – Cares Strategy Steering Group 17th January 2012**

Attended by 6 carers and 10 members of staff from the Council and partner organisations

**A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

**B. Potential Negative Impacts from changes to Carers Support Services:**

	<b>Negative impact for you if you are a Carer</b>	<b>Negative impact on someone you care for</b>	<b>Negative impacts for people in your organisation</b>
1.	Increases stress and ultimately affects wellbeing and health if there is no one to talk to.	Stress to the person you care for.	
2.	Initially could not find someone to talk to, no listening ear from Social Services, found out via a friend (DAD).		
3.	Carers register provided opportunities to be treated with respect and opened doors regarding benefits for service user.		
4.	Was referred from Social Services to DAD. Left to struggle if there is no information available.		
5.	Would not know where to turn if support services not available from DAD, knowing there is a buffer available helps immensely.		
6.			Professional – struggled knowing where to go for information, complimenting practice – information and advice circulated. Hospice

7	Referrals from DAD into hospice. Affects so many people.		
8	Not going to get support they need without training and awareness raising.  Support services are more targeted at carers.  Overlap of carers service as a whole needs to be looked at in terms of duplication to reduce costs.		Health care hospice professionals to be targeted as opposed to Social Care.  Fear of stigma re Social Services.
9	Not have counselling advocacy support if not through DAD.	YP in hospital not able to get counselling. Prevented knock on effect to the rest of the family/care circle.	
10	If not trained staff etc. what would be the impact? <ul style="list-style-type: none"> <li>• Not get support advice that is needed</li> <li>• Young carers would feel ignored</li> </ul>		

	<b>Negative impact for you if you are a Carer</b>	<b>Negative impact on someone you care for</b>	<b>Negative impacts for people in your organisation</b>
	<ul style="list-style-type: none"> <li>• As above for some adults</li> <li>• Young carers don't feel listened to</li> </ul>		
11.	Hospice - targeting of GP/nursing staff for us more improved, perhaps than Social Care as a lot more do get or need Social Care, it would be district nurses.		
12.	Families stigma issues with Social Care still.		
13.	DAD up to date with legal issues etc, to pass onto hospice clients. Supports key worker role. Employment advice particularly.		
14.	As above for young carers support for parents.		
15.	Refer from DAD – hospice.		

**High need – short-term carers**

	<b>Negative impact for you if you are a Carer</b>	<b>Negative impact on someone you care for</b>	<b>Negative impacts for people in your organisation</b>
16.	Priority – Adult Social Care have a statutory responsibility for carers – hospital/health do not and district nurses are key.		

**Also Things that may not have happened**

	<b>Negative impact for you if you are a Carer</b>	<b>Negative impact on someone you care for</b>	<b>Negative impacts for people in your organisation/community</b>
1.	The Carers Service, DBC Carers Lead, DAD and Direct Payments enable me to register as a carer and get help. If I did not have this I would not have accessed help. Raising awareness equals raising access.		Support only required for less things or could end up with both carer and cared for needing complex help.
2.	Better discharge etc. because of awareness of hospital staff improved through DAD etc.	Person ended up back in residential care as not able to get into flat etc.	
3.	If no one to talk to, would increase carers stress and therefore their wellbeing. Not at the time a listening ear in statutory body, word of mouth - friend worked at	Stressed with person, less patience. Able to claim attendance allowance.	

	DAD. Opened doors to other support including financial help regarding attendance support.		
4.	Direct Payments – open door to other DAD/carers services. Acted as advocate for needs with West Park etc.	Help gained that I would not have had.	
5.	Not know where to go to get help. Stressed.		
6.	As staff - often two people need help if not access support – cared for.		

**The potential impacts identified by carers at the consultation event on the 09.01.12 arising from the review of carers support services were primarily negative and have been detailed below.**

Potential Negative Impact 1 identified	DBC Learning Disability Carers Support Worker role is key to communicating with care co-ordination. Where there are barriers I use this service when I am at the end of my tether and I cannot take any more. Should the support from this role not be there I would become more and more frustrated, I wouldn't know where to start. The worker fills this previous gap, in addressing barriers and moving things forward when I can't take any more.
Potential Negative Impact 2 identified	If the carers support was reduced to being part of the carer co-ordination process, it would impact on people job roles who already have limited capacity. They are unlikely to have the time to consider your needs as carers, like the carers support workers do.
Potential Negative Impact 3	Previously when information was not available about the support, I did not access it as I didn't not know it was there. If the work in GP surgeries is reduced people will not know there is any support available.
Potential Negative Impact 4	If the newsletter was stopped, we wouldn't know what meetings were taking place, with the newsletter we are aware of the meetings taking place and will attend where we can. If this information was sent to us we would no longer feel as though we could influence or have and role in the strategic decision making processes. The newsletter highlights networking opportunities for carers, networking is key to provide opportunities for carers to meet peers, discussing experiences and issues.



Potential Negative Impact 5	The carers support workers play a vital role in liaising and championing carers individual issues with care manager, they are carers first point of contact when they are frustrated, having difficulties and want action to be taken.
Potential Negative Impact 6	The carers support worker function provide consistency for carers, who have experienced high turn over in care management, I am reassured that I know that she is there.
Potential Negative Impact 7	Should the support from carers support be removed or reduced, I will be further impacted as potentially already the support for my son will be removed as his FACS assessment is moderate. We will then both have reduced support, I will need support if my son no longer gets it.

**Review of Carers Support Services and DEIA – Circle of Friends Group 19th January 2012**

Attended by 10 carers

**A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

**B. Potential Negative Impacts from changes to Carers Support Services:**

Potential Negative Impact 1	If it (the group) wasn't there we would be in a hole – wouldn't know what to do.
Potential Negative Impact 2	If no newsletter – wouldn't know what's going on.
Potential Negative Impact 3	I would be a recluse – this is my social life, this is my friends. It gets to you. Lose self confidence.
Potential Negative Impact 4	Having the structure – someone running it – you go out and make the effort. It gives you a focus. If there was no group, this wouldn't happen.
Potential Negative Impact 5	If there was no group I don't suppose any of us would have met.
Potential Negative Impact 6	Knowing there are other people out there – you can share the knowledge you've learnt. Knowing where to start. If there was no group you would be alone. In a dark hole. You're always learning. Nice to know there are other people out there.
Potential Negative	The group helps you to do things you wouldn't think of – if there was no group, you wouldn't do them.

Impact 7	
Potential Negative Impact 8	Mentally I am a lot better because of the group – it’s something to look forward to. My counselling is going to stop
Potential Negative Impact 9	Wouldn’t have been aware of other opportunities in the community eg bowling
Potential Negative Impact 10	Carers Support referred me to MIND – otherwise I wouldn’t have known about it.
Potential Negative Impact 11	Cuts will further isolate the carer and the person being cared for
Potential Negative Impact 12	I wouldn’t have known about other sources of support
Potential Negative Impact 13	If we’re not looked after then in the long run it will cost “them” a lot more money

**C. Positive Impacts from current Carers Support Services:**

- Courses that ran in September – got to meet other people
- Courses were very beneficial – found out what other carers are experiencing
- Get dressed up to come out
- It increases confidence and self esteem.
- Starting to regain social skills
- Make the time to come out
- The newsletter is a must - I look forward to it
- Passing on of information
- Dealing with situations as they arise.
- From exchanging information with other carers and from the workers.
- Isolation is a problem. The group reduces this.
- Good to pick up the phone and talk to someone (Advice Worker) or make an appointment to see someone. “Lifeline”.

- Finding out about the Live card led to carer finding out about the group. Live card info also enabled carer to access the gym, something she hasn't been able to afford to do since she gave up work to care for her mum
- Doubly affected by cuts to services to person cared for - "hammered on all sides". Everything cut to the bone.
- Emotional support from other carers and from staff. Being able to pick up the phone.
- Newsletter could be delivered another way.
- Groups are a vital service "The days just go by"
- Having workers who have experience of being a carer is very beneficial. "They know what it's like"
- The support from a service makes you feel part of society and that your opinions are valued.

***If the support provided stopped or reduced, all of these positive impacts from current services would be at risk.***

## **Review of Carers Support Services and DEIA – Dementia Carers Support Group 5th January 2012**

Attended by 5 carers

### **A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

### **B. Potential Negative Impacts from changes to Carers Support Services:**

Potential Negative Impact 1	Frequency is currently monthly – would ideally like it weekly/fortnightly. Also Circle of Friends. If less frequent than at present, this would have a negative impact. Took a long time to go to the Circle of Friends. Had withdrawn from outside. Nobody. No groups. Got to know through caring with confidence. If the groups stopped would go back to being isolated again.
Potential Negative Impact 2	Been to other ones before - something different to meeting people as opposed to talking on a helpline. Very isolating Nice to share thoughts – speak to different people. Doesn't fragment you. Don't only talk about caring. Talk about other things
Potential Negative Impact 3	The group is a 'lifeline' 'It's awful when you are on your own' Is it different being a male carer? Very isolated Very difficult to talk about it – if there was a group it would help enormously
Potential Negative	Identification.

Impact 4	Knew nothing about carers – nothing about AA. 'When someone is diagnosed you are on your own from then on – unless you hit the one person who can help you'
Potential Negative Impact 5	'Huge and economic impact if support not provided at home'. The cost of providing this support's 'minute' compared to the cost of looking after people in hospital/care homes.
Potential Negative Impact 6	Have to find out all this information. Have to become an expert. Going to become sidelined if group not there. The group supports people to become more expert -gain more knowledge and confidence
Potential Negative Impact 7	'If services removed, how can we campaign? Divide and conquer'

**C. Positive Impacts from current Carers Support Services:**

- Training for care managers, social workers and health staff crucial
- If newsletter stopped, it would take away the Darlington information. It keeps people informed about local things. When asked if it was less frequent the answer was - 'I don't think that it would work less frequently'  
There is 'too much just looking at computers'  
Receiving a newsletter is positive.

***If the support provided stopped or reduced, all of these positive impacts from current services would be at risk.***

**Review of Carers Support Services and DEIA – Learning Disability Carers Subgroup 9th January 2012**

Attended by 5 carers

**A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

**B. Potential Negative Impacts from changes to Carers Support Services:**

Potential Negative Impact 1	If 'listening ear' no longer there, would have to go back to care coordinator/reviewing officer but you can't always get hold of them or don't know who they are <u>OR</u> you would have to find the info yourself. This would
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	result in more stress and bigger phone bills.
Potential Negative Impact 2	Carers don't always know where to go to get issues resolved. A carers support worker provides that point of contact. If this role was not available, it would impact on care coordinators because more carers would get in touch. The same applies for information and advice
Potential Negative Impact 3	Care Coordinators don't offer a listening ear/emotional support.
Potential Negative Impact 4	Carers Support Workers are 'There for you as a carer'. If they are no longer there, where would you go? This would lead to more stress on your family and more health issues for yourself and your family.
Potential Negative Impact 5	'No one to fight your corner'. You need someone who understands carers' issues
Potential Negative Impact 6	If no carers support input at Carers' Strategy Steering Group meetings, this would reduce the input of carers into planning and strategy
Potential Negative Impact 7	If no carers register, would be unable to contact carers to get their views and for them to take part in consultation. If less time spent on the carers register, this would reduce our ability to get carers' views. The impact would be that the carer's voice would not be heard/ would be heard less clearly.
Potential Negative Impact 8	If there are fewer carer support service hours this would reduce the ability to find hidden carers. There would also be no time or less time to support any carers identified.
Potential Negative Impact 9	Impact on hidden carers if not found is likely to be crisis for the carer and greater impact on GP surgeries. A reduced service is likely to be less proactive in seeking carers. A reduced service may result in limited events for Carers Week and Carers Rights Day (these take a lot of time to organise).
Potential Negative Impact 10	If carer support hours are reduced the Health Link Worker will have to take on more of a carers support role. This will reduce her ability to identify more hidden carers, as there will be no one to refer onto. Reducing funding for the Carers Support Service will impact on the Health Link Worker post.
Potential Negative Impact 11	Loss of groups would be negative for carers.
Potential Negative Impact 12	If there is no continuation funding for the Young Adult Carers Group, these carers will also need to receive support from the Carers Support Service.

**C. Discussion took place re a number of issues as follows:**

- There is no Learning Disability Carers Support Group for social/emotional support. This is a gap. Such a group would need a worker to facilitate it.
- Need to be able to 'let off steam'
- 'Sometimes you need support, sometimes you don't'
- Discussion took place about the Learning Disability Carers Support Worker role – need someone to be able to talk to about an issue and get it addressed
- Need support/advice/consideration as to how they feel as carers – how whatever is going on impacts on their lives.
- Emotional support is a big issue
- 'Listening ear' is vital

**Review of Carers Support Services and DEIA – Male Carers Group 18th January 2012**

Attended by 6 carers.

**A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

**B. Potential Negative Impacts from changes to Carers Support Services:**

Potential Negative Impact 1	Not getting ideas from other people – other people have 'been there, done that'
Potential Negative Impact 2	Wouldn't find out about things e.g. benefits

Potential Negative Impact 3	Social tariff – now getting £120. Wouldn't have known about it without the group
Potential Negative Impact 4	We don't see anyone else from anywhere else. Would be more isolated without the chance to come to this group.
Potential Negative Impact 5	Didn't know it all existed. Found out about register through the doctor's surgery. Wouldn't be sat here if not found out about the Carers Support Service through the GP surgery.
Potential Negative Impact 6	It would be a 'disaster' if the male carers group stopped
Potential Negative Impact 7	If ability to phone for advice not here, would have to go by yourself
Potential Negative Impact 8	Brought people in that the group has mentioned Eg Citizens Advice. If we didn't have the group, we wouldn't have known anything about it.
Potential Negative Impact 9	Proving a low level of support prevents the later need to provide a high level

**C. Positive Impacts from current Carers Support Services:**

- Very interesting, very useful. Wouldn't like to see it end.
- All went to the Health and Wellbeing Day. Lecture about the gut – thrown all the tablets away. Much better now.
- Very much on your own when you first become a carer – there is a lot you don't know. Central government services don't volunteer information. Carers ourselves learn things and can tell others. Been very valuable.
- Newsletter is quite informative

- Newsletter as PDF document to cut costs
- Carers rights day event good. It's there if you want it – feels great. Someone there who knows all about it. It's a phone call away
- Health and Wellbeing Day – “ we had a cracking time”
- Carers Support Service gives a single point of contact

***If the support stopped or reduced, all of these positive impacts from current services would be at risk.***

**Review of Carers Support Services and DEIA – Dementia Carers Support Group 26th January 2012**

Attended by 18 carers.

**A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

Group members felt strongly that funding for Carers Support Service should not be reduced.

**B. Potential Negative Impacts from changes to Carers Support Services:**

Potential Negative Impact 1	Leave us in isolation. Could not discuss problems. Less motivated. Nice to think that you are not on your own. Gives you a social outlet. A lot of information.
Potential Negative Impact 2	Someone will need to pick up the tab if carers did not provide support, and if carers don't get the relief it could mean 2 people become ill.
Potential Negative Impact 3	Don't want to think about not having support. Would have no relationship with CPN if Carer Support Worker was not available.
Potential Negative Impact 4	Carer Support Worker helps to get across my message, otherwise no help/no information
Potential Negative Impact 5	Cost more as you would have to look after those that care in terms of mental health and physical health. More stress and anxiety. If I did not care and have the support my son would end up in care costing £35,000. More carers would not accommodate everyone's needs.



### **C. Positive Impacts from current Carers Support Services:**

- Feel alone and isolated, share feelings, provides an outlet for emotional support. Something in common.
- Help with clarifying your thinking. Carers Support Worker works closely with other professional and made life easier. Provides financial advice - put me in the right direction.
- 1:1 support vital.
- Both DBC Mental Health Carers Support Worker and DAD Carers Support Worker valued highly.

***If the support provided stopped or reduced, all of these positive impacts from current services would be at risk.***

### **D. Comments/questions**

- Does the Council know whether carers are growing in terms of demographics?
- If they are, shouldn't the Council be increasing funding, not reducing it?
- We would manage as we did before - not looking after our interests. Mental Health Group is growing – promotion is important. Learnt new things.
- If you are to cut services Council need to walk in our shoes. I was suicidal – support worker you looked forward to re the weekly call – vital
- With mental health much more intense and distressing than physical health
- Crisis team cut therefore having a negative impact on CSW time. If you are to cut services, you will see more issues in mental health.
- Group believe that training for Health and Social Care staff currently undertaken by DAD could be provided in house (should be a general approach to training across the board). Investment in Health is a waste of time.

**Review of Carers Support Services and DEIA – Young Adult Carers Group 11th January 2012**

Attended by 8 carers

**A. Potential Positive Impacts from changes to Carers Support Services:**

No positive impacts were identified.

**B. Potential Negative Impacts from changes to Carers Support Services:**

<b>Negative impact for you - The Carer</b>	<b>Negative impact on the person you care for e.g. Mum, Dad, Brother, Sister etc</b>
<p>Without YAC's:</p> <ul style="list-style-type: none"> <li>• Wouldn't go to the group.</li> <li>• Hang back in the group – wouldn't get involved.</li> <li>• Wouldn't bother, easier to see how people think in this group and don't get looked upon as a child.</li> <li>• If I got treated as a child, I would shut off – it's hard enough with everything going on at home.</li> <li>• Every fortnight for a meeting seems too long, now meeting monthly, too much.</li> <li>• Ideal world – would meet once a week.</li> <li>• Disappointed if unable to meet once a fortnight.</li> </ul>	<ul style="list-style-type: none"> <li>• I would be more stressed so my mum would be more stressed. We would both be at each others throats a lot more.</li> </ul>

The impact of losing the offer of one to one/drop in sessions etc:

- Build up on top of you – wouldn't be able to let it out.
- Experience.
- Without young support workers it wouldn't be as fun. Don't want someone from a care home.
- You could miss out on opportunities by not having that link to go somewhere.

**C. Positive Impacts from current Young Adult Carers Service:**

- You get to chill out.
- You get to meet other people in the same situation – I never get out.
- The group gives you a break and builds confidence.
- Before the group? – Hard, I was inside all the time.
- Made good friends here.
- The world looks on you like another loser and they don't understand – people at the group understand – It doesn't matter that you're not there every week.
- An understanding of what a commitment caring is.
- Group gives you confidence, a break.
- People gave support to my dad, but not me. I went into hospital with eating disorders and no one bothered.
- C' mum referred her – get in touch via CSS – trying to find some support somewhere.
- People come up from Young Carers

**Review of Carers Support Services and DEIA – Responses from individual carers ( 24 in total).**

**A. Potential Positive Impacts from changes to Carers Support Services:**

	For carer	For person cared for
Potential Positive Impact 1	Opportunity for a more joined up, seamless service	Less frustration from not knowing where to get help
Potential Positive Impact 2	Opportunity to look at bringing all carer services together – and being impartial of the local authority. This would be: <ol style="list-style-type: none"> <li>1. Cost effective</li> <li>2. Less confusing for carers- only having one point of contact</li> </ol>	

A number of carers of carers stated ‘There are no positive outcomes to the proposed changes to Carers Support Service’ or wrote ‘None’ in the positive impacts box.

**B. Potential Negative Impacts from changes to Carers Support Services:**

	For carer	For person cared for
Potential Negative Impact 1	Frustration in finding appropriate support and help quickly and easily	Delay in getting the most appropriate care and advice
Potential Negative Impact 2	Less personal service and greater need to travel to the help, rather than the help come to me	Disjointed service and problem in getting the most appropriate benefits and support
Potential Negative Impact 3	Delay in getting appointment with expert/advisor	Frustration, stress, detrimental to my health and ability to continue coping
Potential Negative Impact 4	Carer support service have enabled me to cope and provided a lifeline for self preservation	
Potential Negative Impact 5	Still need to reach a growing number of carers, and reducing service would impact on this	

	For carer	For person cared for
Potential Negative Impact 6	Having to wait longer to get an appointment – greater stress and frustration	Not receiving the services they they need
Potential Negative Impact 7	Possibly less opportunity for home visits. Often not convenient to go to an office	Not being aware of benefit entitlement
Potential Negative Impact 8	Fewer opportunities to be offered support to look after my own health	Having a carer who was becoming more resentful and less and less able to cope. They may have had to look at residential care.
Potential Negative Impact 9	I would most likely have had to stop working without the support and help I received	Loss of income – greater resentment – build up of stress. Impact on carer – cared for relationship
Potential Negative Impact 10	If I had not found the Carers Support Service I don't know how I would have managed. They have been an invaluable helpline	
Potential Negative Impact 11	Most people don't know about the service and this includes some professionals. There would probably be less opportunity to promote the the service and as a result fewer people would be able to benefit from it	
Potential Negative Impact 12	Where would we get information from, and who to talk to	
Potential Negative Impact 13	How would us carers stop from being isolated in the community	
	For carer	For person cared for
Potential Negative Impact 14	No one to talk to and listen to my problems	If no support for me this would make my wife anxious
Potential Negative Impact 15	Get anxious with no one to ne support	May result in my wife's return to hospital
Potential Negative Impact 16	Impact on my health as I already have heart problems and anxiety	
	For carer	For person cared for

Potential Negative Impact 17	Any reduction in Carers Support Services must have a negative impact on myself (and all carers). They will not be able to continue to provide the same level of support if their hours are cut or their staff reduced	Reduction in support for me could increase my stress levels and affect both my physical and mental wellbeing, which would impact on the person I care for
Potential Negative Impact 18	Identifying more carers (output 1) at an early stage could result in more new carers needing assistance. At a time when services are being cut, this would increase the negative impact on all carers.	
Potential Negative Impact 19	Isolation	
Potential Negative Impact 20	Lack of information	
Potential Negative Impact 21	Lack of support	
Potential Negative Impact 22	Not available to contact 9 – 5	
Potential Negative Impact 23	Limited support and more signposting	
Potential Negative Impact 24	No one to turn to in a crisis – lack of services	
Potential Negative Impact 25	At least a telephone contact to a CSW who could provide up to date information and advice to keep me informed otherwise I would not have the information I need to continue caring should a difficulty or change in circumstance occur.	
Potential Negative Impact 26	I would like to speak obo carers who have not yet identified themselves as carers and say it is important to have someone working to assist them to do this and prevent a crisis which would keep them well to be able to continue caring.	
Potential Negative Impact 27	Loss of service would mean I was on my own with nobody to turn to – would affect the health and wellbeing of the person I care for	

	<b>Negative impact for you if you are a Carer</b>	<b>Negative impact on someone you care for</b>	<b>Negative impacts for people in your organisation</b>
Potential Negative Impact 28	If the service becomes watered down carer will be less supported, more stressed not as effective	Perhaps care not as good if carer is not supported fully	Family can be impacted due to high stress levels passed from carer/client/family if too much pressure
Potential Negative Impact 29	Without support from DAD I would not receive any carers support from social services as when I contacted them directly I was not identified as a carer	It would leave me more tired and have less time to do personal and social care for my wife	
Potential Negative Impact 30	Without lots of support from DAD I would not have taken the positive step into direct payments and designing my own care package	She would only have rare personal interaction	
Potential Negative Impact 31	Without the caring support of DAD I would not have searched for a PA or advertised	Both be more stressed	
Potential Negative Impact 32	My situation fluctuates with the fluctuating health of the person I care for (my wife). There are times when I would miss this offer of ongoing support for myself	If my health was affected by the change of support available it would have a knock on effect on the person I care for	
Potential Negative Impact 33	The age of the carer is important because the older the carer, the more prone to illness and effects of stress from caring responsibilities. So ways of helping carers to stay healthy would be very positive for them. That is why carer support workers are <u>vital</u> .	If the carer is healthy enough to 'care' this can only have a positive impact on the person who needs care.	

Potential Negative Impact 34	To benefit their own lives, carers need to <u>achieve</u> and have other interests. It is good for mental and physical health. Carer support workers are <u>vital</u> in this process.	If the carer is happier due to achievements in their own lives, this will have a positive impact on the service user.	
Potential Negative Impact 35	Carers absolutely need lots of communication with each other, otherwise isolation will have negative effects on physical and mental health. Meetings between carers are essential to discuss problems and try to come up with solutions. Carer support workers are <u>vital</u> for the organisation of these.	Different ways of caring can be discussed at meetings. Better liaisons with NHS and professionals can be achieved. This will benefit the person being cared for. And professionals should meet with carers and service users more often.	
.Potential Negative Impact 36	Personalisation support is a very good idea, as every carer has a different level and area of difficulty when caring and proactive personalised support is a great idea	If the support is personalised, the person cared for will feel more understood as an individual and that both carer and support workers see their particular issues and problems.	
Potential Negative Impact 37	'Helped to identify' – not sure what this is proposing as some carers are very independent and private in their daily lives, so we must be careful not to be intrusive or seem intrusive.	Early identification of carers is positive if all parties agree and wish to have the support. Gentle approaches by carer support workers would be very helpful to service users and carers.	
Potential Negative Impact 38	I would like to see more information given about 'crisis' teams i.e. Who they are? What qualifications they have? See where their call centre is (visit it perhaps) as there is no familiarity in this area, just faceless, nameless people whom carers are	Familiarity with crisis team members can only be beneficial to the service user. It would calm fears in an emergency situation if crisis team members were known prior to onset of illness.	



	<p>expected to know. To come to meetings would be a good idea. Carer support workers are vital to organise these meetings</p>		
Potential Negative Impact 39	<p>The negative impacts would be a reduction in the numbers of carer support workers. This would have a devastating effect on carers and service users.</p>	<p>More stress on carers therefore more stress for service user without carer support.</p>	
Potential Negative Impact 40	<p>I would have no emotional support without a support worker to speak to, no listening ear.</p>	<p>More stress on carers therefore more stress for service user without carer support.</p>	
Potential Negative Impact 41	<p>No advice from a verbal or physical source without a carer support worker.</p>	<p>More stress on carers therefore more stress for service user without carer support.</p>	
Potential Negative Impact 42	<p>A carer support worker has organisational skills necessary to have meetings and arrange professional visits. Without these we would become isolated.</p>	<p>More stress on carers therefore more stress for service user without carer support.</p>	
Potential Negative Impact 43	<p>Carer support workers are signposts to other areas of help, when carers feel lost and abandoned. This would be the negative impact if support workers were redundant</p>	<p>More stress on carers therefore more stress for service user without carer support.</p>	
Potential Negative Impact 44	<p>Carers need help to develop personally. Carer support workers are vital in this. Otherwise the carer can become ill in many ways.</p>	<p>More stress on carers therefore more stress for service user without carer support.</p>	
Potential Negative Impact 45	<p>Reduced support</p>	<p>CSS are currently supporting me through a difficult time</p>	<p>They would not be able to support carers when needed especially in an</p>

			urgent situation
Potential Negative Impact 46	Less staff	Appointment times would be longer	Carers need appointments swiftly and at a time that suits them
Potential Negative Impact 47	Hours of support being reduced	There are many carers on register and if hours are reduced so is the support	CSS staff are always at the end of the phone and this is crucial for anyone in a caring role

### **C. Positive Impacts from current Carers Support Services:**

- 'I feel DBC Learning Disability Carers Support Worker has been good for emotional support. At least there is somebody to speak to if you have any worries'.
- I need some support in caring for my wife who has a mental illness – my wife needs to know that I can access help
- I need to know if I can claim benefits now that I am retired
- I met with the DAD officer last year when I was working but now I am retired my situation has changed
- No change to the Carers' Service would be a positive move
- Someone always there to talk to if a problem arises – offer of help and support
- Nice to talk to others who are in a similar situation as self. Like our Circle of Friends group
- Emotional support from others
- Information is passed along to us and we can inform others
- Need our groups to stop us carers from us becoming isolated from others
- Meeting like minded people in similar situations
- The "Circle of Friends" lets us make an effort to "dress up"
- Knowing of items via newsletter gives us time to organise sitters

***If the support provided stopped or reduced, all of these positive impacts from current services would be at risk.***

**Review of Carers Support Services and DEIA – Responses from individual carers ( additional responses).**

**Potential Negative Impacts from changes to Carers Support Services:**

Potential Negative Impact 1	Every outcome impacts in a negative way
Potential Negative Impact 2	Where would we be able to get information from
Potential Negative Impact 3	How would we meet like minded people to share experiences
Potential Negative Impact 4	Would we be left to get deeper into the feeling “no one cares about me”. Thus not having a life of my own.

I would like to know if any of the people who have worked on the proposed changes are physical carers themselves. Ideas on paper no way compensate for the practical side of caring. We do need all the support we get – we are people too.