

Carer Feedback

Planning Together 24 July 2024

Introduction



Carers were asked to give feedback on **3** questions

• what is working well in Camden?





 what one change would you make in Camden if you had a magic wand?



Carers gave feedback by email, face to face during a focus group and by telephone







What is working well?

 Co production and opportunities to shape and feedback on services in Camden including at Camden Carers

- Services and support
 - a wide range of groups within the community
 - for people in different situations and with different needs
 - Online groups and sessions for people who cannot leave the person they care for

- Information is available in many different formats including
 - community languages
 - easy read versions
 - video information on websites



What is your main challenge

- A lack of some kinds of support
 - face to face support being offered across different services
 - with housing issues including repairs, rehousing and adaptations, with very long wait times in all **3** areas
 - for children with autism and their carers
 - specialist mental health support for people with LD or Autism
 - hard to access help with adult social cCarer long wait times
 - respite breaks for carers





Challenges continued



Pressures on carers

- carers health suffers due to stress and lack of time for themselves
- increased financial pressures, lack of adequate benefits
- isolation for carers and those they are caring for



• ECHP's are not being offered and or updated

• information about services is not all in one place

 although lots of co production opportunities it is not always clear how feedback is used



What would you change in Camden if you had a Magic Wand?



• easy to access information on a range of services





- good quality respite care, appropriate for people of all ages and needs including PMLD
- services that understand the needs of carers better
- carers conversations for parents of children





Magic Wand ideas continued

• more in Carers Allowance or financial support for carers

high quality social housing for all

- social support
 - to improve social inclusion and activities for carers and cared for people
 - opportunities to meet other carers and make friends for example buddying at the gym

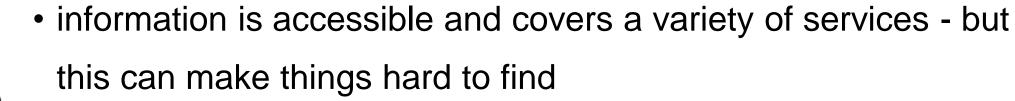


- mental health support
 - counselling for all carers
 - for people with LD and Autism that is trauma informed

Summary



 lots is working well but people don't always understand what help they can get



 online and telephone support is helpful for some people - but others still need face to face support



• support for carers of children with additional needs is not there



- housing and mental health services are not always supportive or easy to access
- carers would like to understand how their feedback is used