



Carer Feedback

Planning Together 24 July 2024

Introduction



Carers were asked to give feedback on 3 questions

- what is working well in Camden?
- what is your main challenge?
- 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?



- education around understanding Autism included on the National Curriculum
- 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
- information is accessible and covers a variety of services - but this can make things hard to find
- 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