

## Carer Friendly City Survey 2019 - 2020

### Introduction

The Brighton and Hove Carers Strategy outlines the importance of working towards a Carer Friendly City. In order to get views on how the City is doing in this regard a Survey Questionnaire was produced and circulated at an event for Carers Rights Day on 21 November 2019 and at a number of group meetings including coffee mornings in December 2019 and January 2020. **59 respondents completed the survey.**

The Questionnaire contained seven questions covering “carer awareness” in the City, integration of services, the effectiveness of information and advice, family support and the scope of the Carers Card. Each question links directly to an element of the current Brighton & Hove Carers Strategy.

With regard to Questions 1-5, respondents were asked to answer by indicating on a scale Strongly Disagree, Disagree, Unsure, Agree or Strongly Agree and submitting further comments. With regard to Questions 6-7, written responses were sought.

### Overview

From the data and written comments received in answer to the questions the following points are drawn to attention:

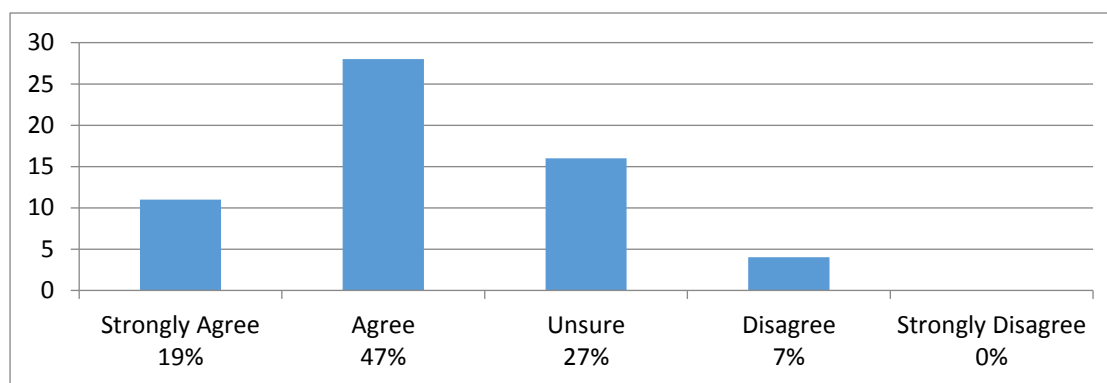
- Brighton and Hove is generally considered to be a “carer friendly” city with great support from the Council and many local civil society organisations. (Q1)
- The situation for carers in Brighton and Hove is considered to have improved substantially in recent times particularly with the setting up of the Carers Hub and the availability of the Carers Card. (Q1)
- The information, advice and support provided to carers through the Carers Hub and at their local coffee morning meetings are considered to be extremely helpful. (Q3)
- While the information and advice available to carers are considered appropriate, there would seem to be some difficulties in accessing the actual services needed and co-ordination of services. (Qs 2,3 and 7)
- It would seem that access to mental health and wellbeing services has proved particularly difficult for some carers. (Qs 2 and 7)
- It is felt that more attention should be given to helping carers’ families cope with difficult caring situations. (Q4)
- The Carers Card is generally considered to be a positive development for carers although it is felt that its availability and scope should be advertised better. Further offers would also be appreciated. (Qs 5 and 6)

## Survey Results

### Q1. Do you think Brighton and Hove is sufficiently “Carer Aware” in recognising, valuing and supporting carers?

39 respondents (66%) agreed or strongly agreed that Brighton and Hove is sufficiently “Carer Aware” in recognising, valuing and supporting carers. 16 respondents (27%) were unsure and 4 (7%) disagreed with the question.

A more detailed breakdown of responses is shown in Figure 1.



**Figure 1**

#### Some Quotes

*Recently this (situation) has improved but I think there is still a way to go.*

*Carers’ associations in Brighton are very active but this awareness is underfunded by government.*

*I believe the city is doing a lot to support anyone who approaches the Carers Hub when they feel life is getting difficult. It offers support according to requirements.*

*My local Saltdean Carers Hub coffee morning once a month is a godsend and is excellently run. It covers wide topics each time.*

*Mental Health (services) say I do so much but I don’t get help back from them.*

*It could do with more public awareness of carers’ roles.*

*I would like more discussion on how we cope with future problems.*

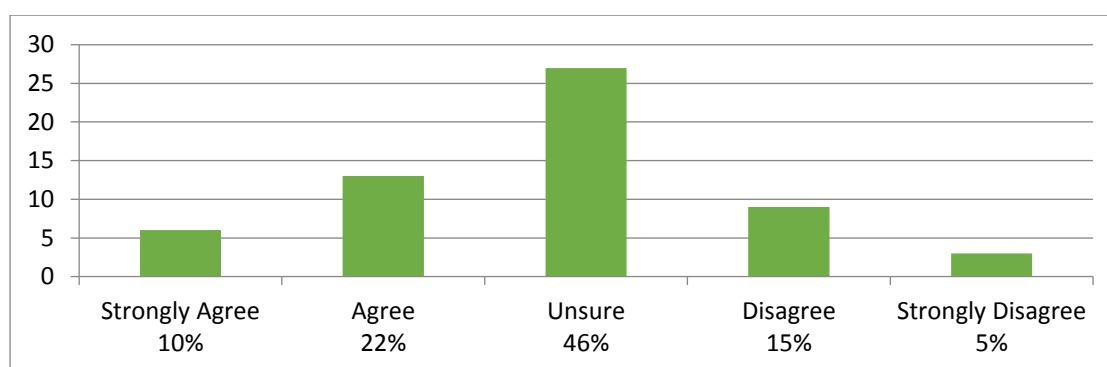
Notably 10 respondents (17%) indicated that the Carers Hub/Carers Centre helped and supported carers well. In this connection there were two favourable references to the Coffee Mornings and one to the Carers Reablement Scheme.

Other organisations that received positive feedback were – Changes Ahead (3 mentions), Crossroads Care (2), Alzheimers Society, Mind Out, NHS Coastal Care and Pavilions (1 each). The Carers Weekend at Roffey Park also received a mention.

**Q2. Do you think local services (health, social care and the voluntary sector) are integrated sufficiently to support carers effectively e.g. through pathways between services and across agencies?**

27 respondents (46%) were unsure about whether local services (health, social care and the voluntary sector) are integrated sufficiently to support carers effectively e.g. through pathways between services and across agencies. 19 respondents (32%) agreed or strongly agreed with the question and 12 (20%) disagreed or strongly disagreed with it. 1 person (2%) did not answer the question.

A more detailed breakdown of responses is shown in Figure 2.



**Figure 2**

**Some Quotes**

*Personal experience has been very positive so far.*

*I think it depends on whether you know “the system” and what is available.*

*I still feel that you need to follow up to make sure things are being done.*

*Sadly there is a lot of confusion and miscommunication.*

*I have had very poor interaction with social workers (still ongoing). Their understanding of Alzheimers is not good.*

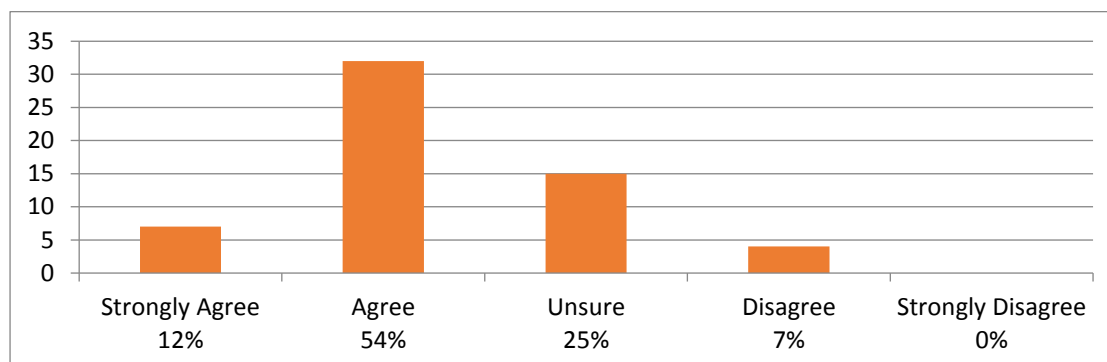
*Mental Health (Service) in Brighton is underfunded and poorly coordinated.*

*Doctors’ surgeries used to support carers by offering them flu jabs (free) at their surgeries. They have stopped this and we have to get the flu jab at pharmacies (free), which is inconvenient when you have to support others.*

**Q3. Do you think there is good support for carers through the provision of effective information and advice leading to ongoing support services?**

39 respondents (66%) agreed or strongly agreed that there is good support for carers through the provision of effective information and advice leading to ongoing support services. 15 respondents (25%) were unsure and 4 (7%) disagreed with the question. 1 person (2%) did not answer the question.

A more detailed breakdown of responses is shown in Figure 3.



**Figure 3**

Some Quotes

*I am quite new to caring and am impressed with the help available.*

*The Carers Hub/Centre does a great job doing this.*

*Carers leaflet at the Doctors surgery was very helpful.*

*There's a lot of advice, but for me it's accessing services when we most need them to avoid hospital readmission.*

*Some referrals have been useful but they are in the minority.*

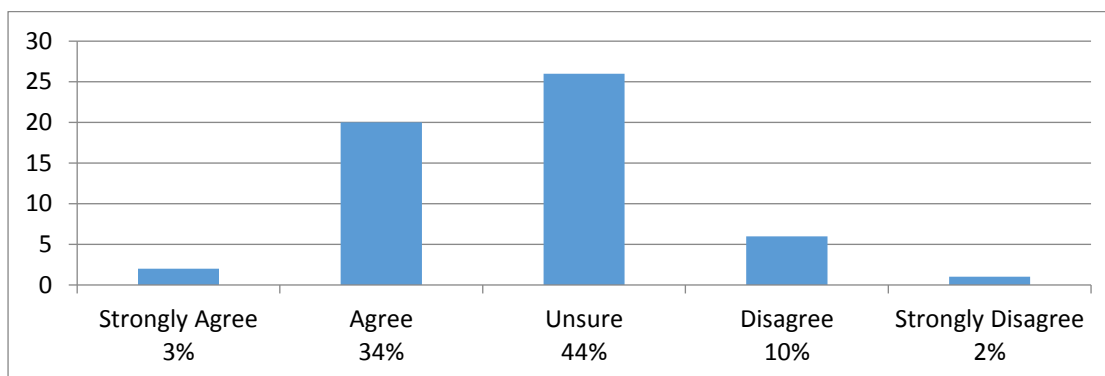
*Too many carers' groups so rather confusing at times. Some groups don't promote themselves sufficiently.*

*The thing that would work best for carers is to have an emotional support telephone helpline.*

**Q4. Do you think that support services for carers take a “whole family” approach e.g. the needs of adults, children are all addressed?**

26 respondents (44%) were unsure about whether support services for carers take a “whole family” approach e.g. the needs of adults, children, are all addressed. 22 respondents (37%) agreed or strongly agreed with the question and 7 (12%) disagreed or strongly disagreed with it. 4 people (7%) did not answer the question.

A more detailed breakdown of responses is shown in Figure 4.



**Figure 4**

Some Quotes

*I have been very impressed with Brighton and Hove Adult Services in this respect.*

*I have to support my children as well as my partner and I don't know any service that supports the family of a carer.*

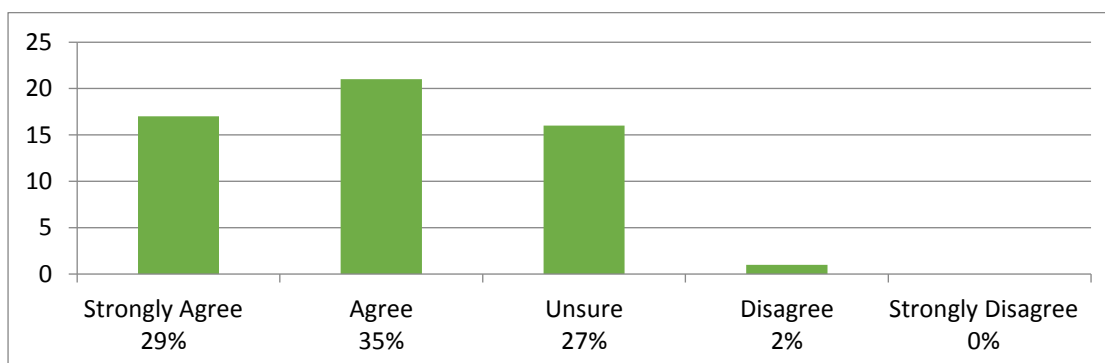
*I feel my two children could do with a discussion regarding my husband's dementia.*

*More attention should be paid to the needs of the whole family.*

**Q5. Do you think the continual development of the Carers Card is helpful in providing better opportunities and coverage of a greater range of activities for carers?**

38 respondents (64%) agreed or strongly agreed that the continual development of the Carers Card is helpful in providing better opportunities and coverage of a greater range of activities for carers. 16 respondents (27%) were unsure about this and 1 (2%) disagreed with the question. 4 people (7%) did not answer the question.

A more detailed breakdown of responses is shown in Figure 5.



### **Figure 5**

Surprisingly 9 respondents had not used the Carers Card and 3 respondents were unaware of its existence. Use by other respondents was as follows:

Bus Travel – 3  
Cinema – 3  
Theatre – 2  
Art Courses and materials – 1  
C&H Fabrics – 1  
Other Retailers - 1  
Sealife - 1

### Some Quotes

*We went to Sealife which was a big thing for us, something different.*

*A lot of things are being removed from Carers Card e.g. getting hair cut at home.*

*Bus Card which only seems to work at the “whim” of the driver. Sometimes they are rude and think you are cheating.*

### **Q6. Would you like any particular offers or changes of coverage to be developed in respect of the Carers Card?**

Respondents suggested future coverage of the following:

- rail travel
- personal care e.g. massage
- more shop discounts
- access to Prince Regent/King Alfred leisure centres
- hair cuts at home
- housework
- reduced bus fares all day
- more cafés
- deals similar to NUS Card

It is considered that the Carers Card should be better publicised perhaps by means of a new leaflet, through Carers News and in GP surgeries. Efforts should also be made to inform bus drivers, taxi drivers etc of the arrangements.

### Quote

*It would be great if there were more opportunities to see shows with the card. At the moment a discount is only offered if there are tickets available at the last minute. And it is offered by text message. Also there are still some venues which are not aware that the card is valid without the person you care for accompanying you.*

**Q7. Are there any support services or aspects of services that you have heard of and would like to learn more about?**

Some Quotes

*Dealing with mobility issues.*

*Local autism services (young adults over 25).*

*Opportunities for travel for wheelchair users.*

*There is talk of a mental health rapid response centre but nothing has happened yet.*

*Coverage for my husband if I am taken ill.*

*I'm looking forward to Changes Ahead having a coffee morning nearer to me.*

*I need to attend more Carers Hub events to assess what is out there.*

Further Quote

*The taxi vouchers are not enough to last a year. My husband has three upcoming medical appointments but the vouchers are ended.*

| <b>Recommendations:</b>  | <b>Relates to feedback from:</b> |
|--|----------------------------------|
| <b>Review and launch the 'Carers Menu' document to improve awareness of services available to carers</b>   | <b>Q2</b>                        |
| <b>Plan the effective delivery of carer awareness training for health and social care teams (within the parameters of the Covid-19 pandemic)</b> | <b>Q2</b>                        |
| <b>Seek funding for counselling / emotional support service</b>  | <b>Q3</b>                        |
| <b>Formally ask about potential young carers in households as part of Carers Assessments and Carers Contact Assessments</b>                      | <b>Q4</b>                        |
| <b>Raise awareness of the Carers Card with bus company</b>   | <b>Q5</b>                        |
| <b>Explore the possibility of expanding Carers Card benefits to include suggestions listed in Q6</b>   | <b>Q6</b>                        |
| <b>Promote services listed under Q7 – mobility/transport services seem to be a priority among respondents</b>                                    | <b>Q7</b>                        |