

# Help Shape Adult Carer's Services In Hackney

## Feedback Report

Report Date: April 2019

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## Consultation Feedback Report

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#### Introduction and background

This consultation is about services for unpaid adult carers aged 18+. The carers can either live in Hackney themselves or care for adults aged 18+ who live in Hackney.

#### What do we mean by a 'carer'?

A carer is anyone who cares, unpaid, for a friend, partner, family member or neighbour who due to illness, disability, a mental health need or an addiction cannot cope without their support.

The most recent statutory carers survey for 2016/2017 showed a decline in carers' satisfaction across some key areas, and Hackney Council know the current service has not worked as well as it could for carers in the borough. With current contracts due to end in September 2019, Hackney Council are looking to refresh and improve the offer for unpaid adult carers in Hackney, to start in October 2019.

The Carers Service Redesign project aims to develop a model which will provide a more innovative and flexible approach to services for carers. It is focused on meeting the needs of carers in the Borough, and supporting them to continue their caring role.

Co-produced with carers, the vision for the new service is "To work in partnership with carers to empower and support them to make informed choices that enable them to care, stay healthy, and to lead fulfilled lives."

The principles guiding the new service are:

- A good-quality, person-centred, flexible and accessible service that supports the needs of all carers in or out of the borough.
- A clear offer of the support available.
- Proactive outreach in the community.
- Clear and correct information that is shared appropriately to all parties.
- A smooth journey for carers through services.
- An effective, timely and reliable carers assessment.

The Council were interested in hearing about the experiences and views of unpaid adult carers, professionals, stakeholders and providers on how the current service is working, and what a new service should look like. A consultation period ran from 10th September 2018 and 18th October 2018. A report of the findings is available at:

<https://consultation.hackney.gov.uk/adult-social-care-commissioning/help-shape-carers-services-in-hackney-carers/>.

## **Aims of the consultation feedback events**

Following the initial consultation period, a series of events were planned to feedback on how the input from the consultation has shaped the development of the new carers services so far. The events also aimed to gain further input into specific areas of the service, to ensure they are developed in line with carers and professionals experiences and needs.

## **Consultation Feedback Approach**

A number of workshops were run in the style of a focus group. The reason for this method is to ensure that the model can be explained in a way that is more approachable and personal than an information sheet or document showing the proposal. It also allowed for carers and stakeholders to ask specific questions and discussions to happen at the same time.

Sessions followed the same structure, but were delivered flexibly depending on the needs and interests of the groups.

- Introduction: overview of consultation activity, and aims of the session
- ‘You said, we did’ activity: sharing headlines from the consultation findings, and the ways the new model has incorporated the feedback. Each headline was followed by a number of follow-up questions exploring each topic, ensuring carers were consulted about the more specific details. *Please see appendix 1 for the ‘You said, we did’ document used to guide this activity.*
- Presentation of new carers model: discussion and feedback. *Please see appendix 2 for the model presented, and appendix 3 for a document used to explain the rationale for the model.*
- Close: Overview of timeframes, and opportunity for general comment or to arrange follow-up 1:1 conversations.

## **How Was It Advertised?**

The events were advertised to carers and stakeholders in a number of ways:

- Carers are the Bedrock newsletter
- Emails to everyone who attended the first consultation stage, including carers groups
- Email to teams who encounter carers including website link and phone number (Carers Providers, HCVS, St Joseph’s Hospice, Healthwatch, Age

UK, Interlink, Advocacy, Social Workers, Hackney Housing, Public Health, Supported Employment, NHS, Voluntary Sector etc)

- Emails with posters to all GP surgeries
- Advertisement via Hackney’s webpage (hackney.gov.uk/carers)

## Who Attended?

Table 1 outlines the audience and number of attendees at each activity. In total, activities were attended by 74 people - 26 stakeholders and 48 carers.

*Table 1: Overview of consultation feedback activities*

Date	Audience	Number of attendees
15 Jan 2019	London Borough of Hackney (LBH) stakeholders - operational staff	5
16 Jan 2019	London Borough of Hackney (LBH) stakeholders - managers	5
17 Jan 2019	Carers are the Bedrock Assessors’ Forum	16
17 Jan 2019	Carers (open)	1
22 Jan 2019	Bikur Cholim (Charedi Jewish) Carers Group	4
24 Jan 2019	Derman (Kurdish and Turkish) Carers Group	18
29 Jan 2019	Carers (open)	2
31 Jan 2019	Valuing Carers Group	9
12 Feb 2019	Magnolia (Kurdish, Turkish & Somali Women’s) Carers Group	14

## Analysis

Notes were taken at each workshop. These were entered into a spreadsheet, and have been thematically analysed by LBH Adult Commissioning Team.

## Findings and Themes - You Said, We Did

The ‘You Said, We Did’ activity (see appendix 1) was delivered with carers only, so the following themes do not include the views of stakeholders. Each section was explained to carers showing a number of key areas that the Council were told during consultation and how the future service will improve them in the future.

Alongside each area the Council asked questions to get further information from carers that will shape the details of the future service.

### **Information about what carers services are available**

Question - Where would you like to find information about services for carers?

#### Response

There was agreement that information should be in many places, and in many formats. The most common place that carers would like to see information was at **GP surgeries**, but others included;

- Easy-to-navigate websites
- Notice boards
- Local newspapers
- Culturally-specific publications
- Religious buildings
- Community centres
- Pharmacies
- Schools and colleges
- Dentists.

Question - What format would you like this information in?

#### Response

Format preferences vary from carer-to-carer, and include; the option for face-to-face engagement, a simple summary sheet that signposts carers to available services, letters, posters, social media, information stands i.e. outside shopping centres, and via telephone. A key theme was the need for **information to be available in different languages**.

### **Carers Assessments**

Question - Where would you prefer to have assessments take place e.g. your home, Council offices, community venues such as library?

#### Response

A key theme throughout conversations was the need for carers to have a **choice in where their carers assessment takes place**, as caring situations and individual preferences vary. Locations of choice were at the carers home, or at a community venue such as a community centre or organisations that meet particular needs, for example Bikur Cholim for the Charedi community and Derman for Turkish and Kurdish speaking community.

## **Accessible services**

Question - What opening times do you feel new services should have e.g. regular evening/weekend opening?

### Response

Carers highly valued having a range of opening times. A number of carers wanted to see **out-of-hours service opening times** including some weekend and evening services. The need for services to be aware of cultural holidays and practices was another key point.

Question - How should services ensure that accessible needs are delivered e.g. language, cultural, online/social media/phone/face to face?

### Response

A key theme was related to having services offered in a **range of formats and languages**. It was mentioned that it is important for face-to-face information to be available. Some carers commented that having a presence in commonly accessed, familiar venues i.e. libraries, existing social or charity groups or GPs can make services more accessible. The availability of advocacy services was also raised.

## **Reaching carers not accessing services**

Question - What already established groups must the new service engage with?

### Response

Responses were varied, and included the existing carers groups i.e Bikur Cholim and Derman, GP surgery members, groups that run in leisure and children centres, religious groups and online forums.

Question - What are the most effective ways to deliver outreach that need to be done in the future?

### Response

Carers suggested that effective ways to deliver outreach include; talks at GP surgeries, promoting services more widely i.e. using public notice boards, having activities that take place at different places across the borough, and by sending out letters to residents.

## **Information and Advice**

Question - How do you want services to provide this information to you e.g. a summary sheet, information booklet?

## Response

The most common preference was for a **simple, easy-to-read summary sheet or booklet**. One group discussed having this resource sent in the post and/or emailed to them.

## **Findings and Themes - Model**

We asked all carers and stakeholders to provide feedback and thoughts on the proposed model of carers services (see appendix 2 and 3). This feedback will not change the decision on the model but will be used to make sure the Council gives confidence to carers that this model will respond to their concerns raised during the consultation and the consultation feedback.

Responses varied significantly, but themes relating to concerns and benefits were very similar for both stakeholders and carers.

### **Benefits**

- The holistic approach the model offers was valued by both carers and stakeholders, in particular the opportunity for better coordination between the carer and the cared-for.
- Some thought the quality of carers assessments was likely to improve, meaning carers would receive the outcome of their assessments more quickly.
- Some thought the new model offered a clearer pathway for carers.
- Some stated that this kind of model works well in other Councils.

### **Concerns**

- A key concern was the need for the Council to build trust with carers, otherwise some may be deterred from having a carers assessment.
- Another concern was the lack of choice as to which organisation completes a carers assessment, again pointing to the need for the Council to rebuild trust.
- There needs to be clear communication between the provider and the Council to avoid carers having to repeat information to multiple parties.
- Some were concerned that a new organisation won't meet the needs of carers like the current provider(s) do.

### **Suggestions**

- For the model to be successful social workers/assessors need effective training.
- Language can be a barrier to accessing services, so communication would need to be in the relevant language, it was felt this would help gain trust.

- It was felt that social workers may not be impartial and therefore there should be a choice for the carer about whether it's the same social worker doing to the assessment as the person they care for.
- To improve carers' experiences, there needs to be clear communication to the carer about the expected time frames i.e. the timeframe between being referred and having an assessment, and having an assessment and receiving the outcome.

The Council acknowledges the challenges and opportunities this model bring and is committed to ensuring the future service provides the best offer for carers in Hackney.

The ways in which the Council will aim to address the challenges are detailed in page 5 of Appendix 3. Further communication will be sent to carers prior to the new service starting to make sure that carers are informed about how services will change and what it means for them.

## Conclusion and Next Steps

We would like to thank all carers and stakeholders for their time and valuable contributions. The findings from this consultation feedback stage have informed the development of the new service specification.

The tender for the new service will be live in March 2019, and the new service will begin in October 2019.

If you would like to be involved with shaping carers services on an ongoing basis, you can join the Carers Co-production Group. The group usually meets once a month, and works in collaboration with the Council to co-produce and improve services for carers.

To find out more, email [userengagement@hackney.gov.uk](mailto:userengagement@hackney.gov.uk).

## Appendices

**Appendix 1:** Carer Redesign Consultation 'You said, we did' summary

**Appendix 2:** Model for new carer services in Hackney

**Appendix 3:** Rationale for choice of model for new carers services in Hackney