

Family Carers Representation

In the Bournemouth, Christchurch
and Poole Council area

Presenters:

Sini Lucas – Carers Representation Co-ordinator
Bridget Campbell – Family Carer Representative
Helen Head – Family Carer Representative

June 2023 – May 2024



- We held 11 Carers Forum meetings, once a month on Zoom. 7-12 carers regularly attend these meetings.



- September 2023, we had 32 people on our contact list. We now have 100 members on our contact list!



- We have 6 Active Carer Representatives. They represent on a total of 17 meetings in Bournemouth, Christchurch and Poole Adult Social Care and Health.



- A list of the meetings was shared with this presentation.

June 2023 – May 2024



- Carers drop-in sessions are held twice a week.
- Since Oct 2023, 16 Carers have been signposted to Carers Advocacy.
- New Posters to advertise both carers representation and Carers Forum have been sent to GP surgeries and other partners.
- The Carers Representation Coordinator has attended some Carers Events and meetings to promote participation. For example, Carers Rights Day events.

We had guest speakers and talked about important issues for Families



- At Carers Forum meetings we have had many guests from various services and organisations which are important for carers and the people they support. Too many to list.



- Sometimes meetings do not have a speaker. This allows for time to talk about what is important to the carers and plan forward.



- A separate list of the guests was shared with this presentation.

Some important work the Carers Forum did last year



- We talked about issues important to Family Carers with Councillor David Brown.
- We took part and gave feedback on the Day Opportunities and Supported Employment Review - coproduction and consultation.
- Health Action Group – we highlighted its importance and supported People First Forum in their campaign to keep it.
- We are active in work on the new Big Plan.



Important work continued



- Our members have taken part in many coproduction projects. We continue to ask to be involved to make Carers voices heard at all levels.



- We receive regular requests from officers and service providers to attend the Carers Forum to get our views.



- This supports Carers to be informed and give feedback on matters important to them and the people they support.

Looking forward



- Carers Forum meetings will continue to be held once a month on Zoom.
- On-line meetings ensures that members can access from anywhere, even if they cannot leave their home.
- Guest speakers find it easier to attend an evening meeting on-line.
- Face to face individual or group meetings are always an option.
- We have made plans on who we would like to have at the meetings in the future.



Looking forward



- We continue to be involved with improving co-production in Adult Social Care and Health Services. Representing family and carers voices in all that we do.



- We would like to increase the number of active carer members.



- We would like more members who are men and / or have different cultural and religious values and beliefs.



Issues raised by Carers



- Communication between Adult Social Care and support providers and families.

- Respite access and availability.



- Planning for Future – working with the whole family to prepare for the changes **throughout life for everyone involved**. Carers do not always have the time or energy to do this.



- When moving from the family home, or to a different living setting (for example from residential to supported living), clearer information and more practical support is needed.



Issues raised by Carers



- Co-production: has improved but sometimes there is not enough time.



- Relationships support, especially support for the social and practical side of developing and continuing a healthy relationship, without family involvement.



Issues raised by Carers



- It is difficult to get early mental health and emotional support for adults with Learning Disabilities.
- There is a lack of specialist support for individuals with Learning Disabilities who also have emotional and mental health support needs, and who find it hard to communicate and engage and need more one to one support.
- There is a gap between Community Learning Disability Services and Community Mental Health Services.

Examples of feedback



“Without Carers Forum and having been in contact with you (Carers Representation Coordinator), we would have not heard of the consultation or known what it meant.”



“Before I felt I was just complaining, now I understand how important it is to give feedback and how to do it.”

Examples of feedback



“Wow you did cover a lot within your phone call. This sounds hopefully positive ! Thank you for raising some of my concerns” .



“Thank you both for your sympathy and kindness. At times, I feel overwhelmed with concerns for my daughter for whom I can never do enough. It helped me a great deal to share those feelings.”



Carers Representation Coordinator has received lots of thanks from individual contacts for signposting and often just for listening!!

Questions and comments from ...



1. Self-advocates
2. Carers
3. Everyone