

ONLINE FAMILY CARER COMMUNITY

JANUARY'S MEETING

- **Awareness of cost-of-living support** – It was noted that some households may be eligible for reduced water bills by registering with their local council. Schemes such as WaterSure can provide support where water usage is higher due to care-related needs. This information was considered valuable and would be beneficial to share more widely
- **Direct Payments and Individual Service Funds** – The group discussed both the advantages and disadvantages of Direct Payments and Individual Service Funds
- **Concerns regarding service providers** – Participants reported negative experiences where service providers did not adequately address concerns relating to staff performance. Some parents expressed fear or reluctance to raise formal complaints due to concerns about potential consequences for their loved one's care
- **Complaints procedures and carers' rights** – The purpose and intended protections of complaints procedures were discussed
- **Advocacy services** – A need was identified for clearer information and signposting to advocacy services
- **Communication and workforce experience** – Ongoing issues were raised regarding communication challenges where English is not a first language, as well as concerns that some staff lack sufficient practical care experience. It was felt that brief online training does not adequately prepare staff for the realities of care work, and that language barriers and limited experience can negatively impact the quality of support provided.

RESOURCES:

www.citizensadvice.org.uk



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