

Proposed changes to support for carers consultation – Comments summary

Comment	Council response
There was some recognition of the financial constraints facing the council and some support for the proposal as there is confusion in the existing system in relation to who provides what support	The council is pleased that there is some recognition / support.
The current carer support services are already in demand, further cuts will mean that services will be available to fewer carers, leading to an increase in carers experiencing carer strain, ultimately costing adult social care more money.	Providers have reported that they do have capacity to take on more carers in their annual contract monitoring submissions, which is contrary to the statement that services are already in demand.
One service can't possibly meet the needs of all carers effectively.	Other councils have a single service for carers. Many other client groups have one provider commissioned to provide support. Monitoring of the service by the provider and the council should identify if and when the service is not meeting service users' needs.
The current arrangement for carer support should remain as there is choice for carers. Some felt that the new model would mean there was no alternative service if they were unhappy.	
There was feedback that acknowledged the current service model was confusing	This is one of the reasons for proposing a single provider - to make it easier for carers and others to know where to go.
Non-care act advocacy for carers should be part of the carers support service as should the carers partnership service or the new model won't be a 'one stop shop'	<p>There is more synergy between advocacy for carers as part of other advocacy services – especially as the council is proposing to move to Care Act only advocacy (which not many carers are referred for).</p> <p>It is agreed that the term 'one-stop shop' used in the consultation may not be very helpful, as not everything a carer needs can be provided by one organisation. Instead, we are proposing to use the notion of a 'hub' as a key part of the role of the provider will be to signpost carers to other sources of support.</p>

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<p>The opportunity for carers to contribute to the design and delivery of adult social care services is being removed.</p>	<p>This is not the case as carer participation will be included in the proposed new Service User Participation Service.</p>
<p>It is important that existing peer support groups are able to continue due to the amount of work that has gone into developing them. This is particularly the case for groups that run specifically for seldom heard carers.</p>	<p>This issue will be picked up in mobilisation to new contracts.</p>
<p>The relationship between carer support services and the local authority need to be strengthened, carers expressed concern that they were bearing the brunt of a lot of funding cuts particularly since direct payments (carer grants) were stopped.</p>	<p>This area of work is being taken forward and can be further developed – for example through the work of the Carers Reference Group supported by the council.</p>