

# **ADUR AND WORTHING CARERS CONFERENCE 2007**

**Tuesday 11 September 2007**

## **REPORT AND EVALUATION**



**Conference Report and Evaluation produced by Carers Liaison Service  
Methold House, North Street, Worthing, West Sussex BN11 1DU**

**December 2007**

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## INTRODUCTION

### Background

Adur Arun and Worthing locality has had a multiagency carers implementation group since August 2002, which has worked hard to provide and deliver services for carers, in direct response to what carers said they needed.

This was achieved through the preparation of, and work in line with, a Coastal Carers Action Plan (the most recent of which was the 2005-2007 Action Plan). This action plan had 5 key areas – Information, Awareness Raising, Respite Care/Short Term Breaks, Carers Assessments, Sustainability.

### Aim of the Conference

The conference aims were to:

- Report back to carers on the work carried out so far
- Hear directly from local carers what the key issues were for them
- To use this direct feedback from carers to draw up a further action plan for 2007 - 2009.

### Programme

10am	Arrival, registration and coffee
10.30am	Welcome and introductions by Antonia Bunnin, Guild Care's Chief Executive.
10.45am	Carers' DVD
11am	Presentations by: <ul style="list-style-type: none"> <li>• Beryl Cross from Princess Royal Trust for Carers</li> <li>• Jacquie Bickers from West Sussex County Council (Adult Services)</li> <li>• Liz Catchpole, West Sussex Primary Care Trust</li> <li>• Hari Chhokar, Carers Liaison Service</li> </ul>
11.40am	Chance for questions
11.55am	Small group discussions to consider what is currently good and working well, what needs more development / improvement and what is needed but not currently provided. The issues will include: <ul style="list-style-type: none"> <li>• Time Off</li> <li>• Information</li> <li>• Recognition and Support for Health and Wellbeing</li> <li>• Carers Assessments</li> <li>• Sustainability of support for carers, including employment and training</li> <li>• Other issues carers want to raise</li> </ul>

	Coffee will be served in the rooms where the discussions are being held
12.45pm	Reconvene for feedback from discussion groups
1pm	Buffet lunch and opportunity to browse information
1.45pm	Presentation by Jane Goldingham, West Sussex County Council (Adult Services) on Individual Budgets
2.15pm	Presentation by Hari Chhokar, Carers Liaison Service on the Coastal Implementation Group and Carers Liaison Service Steering Group
2.30pm	Summing up
3pm	Closing comments by Martin Sherred, West Sussex County Council (Adult Services) followed by tea

## The event

In excess of 80 people came along on the day, with nearly 50 carers attending (representing a wide diversity of caring situations), plus professionals from a range of backgrounds. In line with the reorganisation of Adult Services, carers from Adur and Worthing only were invited to this particular conference, with plans made for separate conferences for Arun carers and Chanctonbury carers to give their views.

The programme for the day included an update on the national picture from Beryl Cross from Princess Royal Trust for Carers, an update on the local picture by members of the Coastal Carers Implementation Group, a presentation on Individual Budgets from Jane Goldingham, and discussion groups of carers sharing their ideas with other carers in a similar situation. Carers discussed:

- What was working well?
- What needed more development or improvement?
- What was needed but not currently provided?

## The outcome

A draft 2007-2009 Action Plan is in preparation and will be taken to the Coastal Carers Implementation Group.

## Acknowledgements

Grateful thanks to everyone who made the day run so smoothly, with particular thanks to Antonia Bunnin, Chief Executive at Guild Care who facilitated the day, workshop facilitators and scribes, and the Healthy Living Centre staff and volunteers.

## **REVIEWING THE ACHIEVEMENTS OF THE 2005 – 2007 ACTION PLAN**

The 2005-07 Coastal Carers Action Plan was produced as a result of carers' comments at the Carers Conference on 1 March 2005. The areas below indicate where progress has been achieved on what carers said they wanted or needed.

### **Key area 1 –Information and Communication**

- Developed link workers in each GP practice and adult social work teams
- Developed a Relatives Service to give good quality information to carers seeking residential or nursing care
- Developed a rolling programme of carer awareness and information events
- Primary and Community Care Development Worker funded until March 2008
- New Adur Arun and Worthing Carers Information Pack was produced in June 2005 and September 2006. A further update is being prepared now
- A link has been established with Arun District Council for carers' work
- Carer support worker has been appointed to focus on Adur area
- Following audit of where carers information is held in public places, information is now held by all pharmacies, libraries and help points in Adur Arun and Worthing.

### **Key area 2 – Recognition and Partnership Working**

- Developed a rolling programme of carer awareness and information events
- Established a development worker to work in primary and community health services to raise awareness of carers needs and develop local actions
- Worked with 32 GP practices, each of which now have their own Carers Action Plan
- Established a telephone conference group for former carers to get support from each other
- Established a further telephone support group for carers of people with Aspergers Syndrome
- Held a Carers Conference on 1 March 2005, and now again on 11 September 2007
- Developed a DVD 'Listening to Carers' funded by the Primary Care Trust, for use in raising carer awareness amongst professionals.

### **Key area 3 – Short Breaks**

- Further development of Relatives Service to include respite information
- Ashmount direct access bed via the Carer Grant now includes nursing care
- A factsheet has been produced for Adur Arun and Worthing with all respite/ short break provision included
- Carers Liaison have looked at current residential respite provision and set up a database of residential and nursing respite

- Established a short term breaks fund held by Carers Liaison Service to fund individual carers with short term breaks – priority being given to carers who have difficulty accessing other respite services.

#### **Key area 4 – Emergency/Crisis Response**

- Planning for Emergencies leaflet has been produced
- Contingency planning has been raised with team managers as an area for social work staff to raise with carers
- All carer awareness training covers the importance of contingency planning for emergencies.

#### **Key area 5 – Hospital Discharge Planning**

- An audit of information on wards has been carried out
- Wards have been offered posters and leaflets but there is a difficulty in displaying information
- Discharge education module has been prepared and is being delivered
- The discharge planner has been amended so there is a section for carers information
- An initial audit of carer involvement in discharge has been carried out.

#### **Key area 6 – Domiciliary Support and Direct Payments**

- Information day for carers held September 2005
- Relatives Service now includes assistance to carers on arranging domiciliary care packages, when self funding
- Information about direct payments included in carers information events and carer awareness training.

#### **Key area 7 – Sustainability**

- Effective services have received ongoing funding
- Service Level Agreement in place for Carers Liaison Service core service until March 2008.

## THE NATIONAL PICTURE FOR CARERS by Beryl Cross

Beryl Cross from Princess Royal Trust for Carers made a presentation which gave a flavour of the national story for carers, including changes in relevant legislation. Below are brief notes of what she said:

- Princess Trust for Carers is a UK-wide organisation working with and for carers, in touch with over 300,000 adult and young carers through an independent network of specialist carers services and carers centres (including Worthing and District Carers Liaison Service), and through interactive websites.

The Trust supports carers centres in their work and brings together their experience of working with carers to influence national and regional policy to get a better deal for carers.

The Trust also maintains a comprehensive website [www.carers.org](http://www.carers.org) and a website specifically for young carers [www.youngcarers.net](http://www.youngcarers.net)

- Three carers acts have enshrined the rights of carers to recognition and assessments of their needs.

The first ever national carers strategy raised the profile of carers and is now being reviewed.

The New Deal for Carers aims to offer a national help and advice line, provision of cover in emergencies, and an Expert Carers Programme.

Making sure that national policy is put into practice on the ground is a challenge for all concerned, and how national policy is implemented differs around the country. Princess Royal Trust for Carers, carers organisations, carers and workers, through events such as today's Carers Conference, all have a huge part to contribute to the implementation of national policy.

- Two of the things Princess Royal Trust for Carers nationally is calling for are:
  - Universal access to specialist carers support, information and advocacy, and a menu of breaks provision
  - A fair income for carers.

## **THE LOCAL PICTURE FOR CARERS by Jacquie Bickers, Hari Chhokar, and Liz Catchpole**

The local picture for carers was addressed by 3 speakers, one from each of West Sussex County Council, Health and the Carers Liaison Service. Brief notes from each of their presentations are below:

### **Jacquie Bickers - from West Sussex County Council (Adult Services)**

There is a new multi agency Carers Commissioning Strategy 2006 - 2009. This builds on the priorities set out in the previous 2 county strategies, setting out the future direction of support to carers in West Sussex. (Available for download on the West Sussex County Council website.) Key priorities include:

- New Deal for Carers - all local authorities have been given additional funding to develop an emergency respite scheme for carers, which will operate as a back-up for the carer in the event of being unable to care whether for example through ill-health or other unforeseen circumstances. West Sussex County Council share is £312,000 which will be split across Parent Carers, Learning Difficulty Services and Mental Health. Adult's Services will have £184,000 to develop this new service and the intention is to have it up and running early 2008.
- Carers and Employment - a carer's right to work, leisure and life-long learning opportunities is recognised through the Carers Equal Opportunities Act 2004. The RISE project (Respite, Independence, Support and Employment) funded from the Carers UK and European Social Fund partnership 2005-2007 included a focus on the barriers that impacted upon a carer's ability to return into or maintain employment. One outcome from this piece of work was setting up Alternatives Care Project pilot in Bognor which is due to be rolled out across the county.
- Individual Budgets - work has been going on with the Individual Budgets team to develop a system for carers to have an Individual Budget in their own right. A number of carer focus groups to look at the Self Assessment questionnaire have happened across the county and the team has been given valuable feedback for taking this work forward.

### **Liz Catchpole, West Sussex Primary Care Trust**

- West Sussex Primary Care Trust came into being on 1 October 1 2006. Key facts:
  - Covers the whole of West Sussex
  - Has a budget of £995 million this year [approx £1220 per person]
  - With this money has to assess the health needs of the population and buy services from acute hospitals and mental health
  - Also provides services such as district nurses and health visitors.

- In spite of change there is continuity.
- The Primary Care Trust works very closely with the carers organisations and Social Care on the carers agenda:
  - Funding is given towards posts to support workers develop carer awareness in GP practices
  - Funding is provided for back care courses
  - Last year the Primary Care Trust piloted a new course for carers – the Expert Carers Programme
  - The Primary Care Trust supports events in Carers Week.
- Patient Advice and Liaison Service [PALS] is an important source of information and advice for carers, about the NHS.
- Changes in NHS including the Fit for the Future consultation – the Primary Care Trust has made information available, and can carry out telephone consultation with carers if required.

### **Hari Chhokar - Carers Liaison Service**

Hari thanked all the carers and invited professionals who made time to be at the Conference today. She reported that the Carers Liaison Service strives to ensure that carers are always given a voice. A satisfaction survey was recently sent out to all carers on our mailing list, this was to ensure that all carers, not just those present today, are able to tell us what is working well and where the gaps still exist.

Hari reported on the creation and nurturing of effective and meaningful partnerships with health and social care providers, Carers Liaison Service's host organisation Guild Care, the Princess Royal Trust for Carers, other groups and agencies and of course, most importantly – carers.

Hari then reiterated the key areas that were identified as needing development at the last carer's conference, and then advised that she would concentrate on information, short breaks, hospital discharge planning and sustainability.

- **Information**
  - There are over 2100 carers registered on the Carers Liaison Service mailing list.
  - In addition to that figure, since January 2007 over 1100 carer contacts (people who have chosen not to be added onto our mailing list) have asked for information
  - Every month, over 200 new enquiries are received by the service
  - A dedicated information worker has been successfully recruited this year to promote the service and target hidden carers.

- **Short breaks**
  - In the last year, £17,687 has been obtained from the West Sussex short term breaks fund. This funding has been provided specifically to enable carers to receive a break from their caring responsibilities
  - In addition to that sum, Princess Royal Trust for Carers has granted local carers a total of £3490 in funding over the last 2 years.
  
- **Hospital discharge planning**
  - The Relatives Service is a project funded exclusively by Worthing and Adur Adult Services, and set up to overcome some of the problems experienced by delayed discharge from hospital, by providing carers and relatives quality advice, support and up to date information on seeking residential or nursing care placements
  - The project also provides information on bookable respite and maintains a live database of available vacancies. The service receives referrals directly from carers as well as social workers and frontline healthcare staff. One of the key aspects of this service is its contribution to a regular rolling training programme to Worthing and Southlands hospital staff. The service is going from strength to strength, and in the last 6 months has seen its referral rates double.
  
- **Some other major developments include:**
  - **Primary care development worker** - the aims of this PCT funded post are to work directly with GP surgery staff, to identify carers, and ensure that they're own health needs are considered. Since the last conference, 614 new carers have been referred to the Carers Liaison Service by GP practices, and this figure accounts for almost half of the total referrals for this period.
  
  - **Emotional and Mental Health support** - both these services continue to deliver high quality, specialised support to carers. Increasing numbers of referrals to these services has been a fundamental aspect in evidencing the need that carers need to consider their own health and wellbeing needs in order to sustain their caring roles.
  
  - **Telephone support to carers** - almost entirely run by volunteers, this supports carers that are either housebound as a result of their caring roles or those who have health / transport limitations.
  
  - **Mental health support groups** - have doubled from 2 to 4 each month. This increase has enabled those that juggle work with care to access evening sessions.
  
  - **Increasing the provision of training available to carers** - some examples include: Back Care, Coping with Guilt, Ask About Medicines, Dealing with Life (so popular we procured additional funding to repeat the programme).

- **Sustainability**

- As was reported in the last Carers News Sheet, Carers Liaison's core service funding has recently been advertised for open tender. This means that we will be bidding against other competitors to secure the future of the service for up to another 3 years.

## **INDIVIDUAL BUDGETS by Jane Goldingham, West Sussex County Council**

Jane reported that West Sussex is part of a pilot programme, trialling Individual Budgets. At the end of the trial, national evaluation will take place on two main areas:

- Does the Individual Budget approach result in improved outcomes for people who use services?
- Can the approach be delivered within local authorities' existing financial envelopes?

It will also explore the impact of Individual Budgets on different groups of people (eg older people, people with learning disabilities, people with physical impairments etc.)

Individual budgets bring together a variety of income streams from different agencies to provide a sum for an individual, who has control over the way it is spent to meet his or her care needs. The West Sussex income streams are:

- Social Care
- 'Supporting People'
- Integrated Community Equipment Service
- Disabled Facilities Grant - 7 District & Borough Councils
- Independent Living Fund (65-75yrs)

The potential benefits to carers include:

- More choice and flexibility over how to meet needs
- More control
- Opportunity to meet needs of both person being cared for and the carer in different and more creative ways

There are a number of people who can manage the money:

- The person needing care
- A representative of that person
- A Trust
- A Broker
- A Service Provider
- A Carer Manager

## SUMMARY OF WORKSHOP FEEDBACK

Feedback has been divided into the 'Key Areas' identified by carers at the 2005 Conference.

### 1. What Is Working Well?

- **Information and communication**
  - Carers Days (Carers Liaison Service)
  - Carers awareness raised with GPs
  - Carers groups at Meadowfield and Methold House
  - Carers Liaison Service carers information pack
  - Carers News Sheet
  - Grants from Carers Liaison Service and Princess Royal Trust for Carers
  - Internet presence – good information about Headway and other organisations on the Internet
  - Library – good information point, passing on to carers
  - When a carer does have relevant and supporting information, it gives them a feeling of power, and more importantly, hope for the future
- **Recognition and partnership working**
  - An understanding GP
  - Carers action plans at GP practices
  - Carers Link Workers at GP practices
  - Duty system at St George's Road is working well
  - Specialist workers that offer "practical" support (eg personal care)
  - Support provided by Jo Johnson's group – because she separates cared-for from carers
  - Transition is improving
- **Short breaks**
  - Alzheimer's Society – good service. Provides information and communication
  - Day care Centres
  - Glebelands and New Tyne. Staff very helpful
  - Since moving EMI to another place, respite day centre (e.g. Laurels) more suitable for the younger brain injured, less elderly/infirm people there
- **Domiciliary support and direct payments**
  - Direct Payments
- **Other services which are valued by carers and/or workers**
  - Access to Community Psychiatric Nurses (but have to request)
  - Adur Special Needs Project
  - Alzheimers Society
  - Ashdown
  - Carers DVD

- Carers Liaison Service (described as *'the Island you are searching for whilst drifting alone on a raft out at sea'*)
- Child Disability Teams
- Community Children's Nursing Service
- Crossroads
- Connexions
- Guild Care
- Time Out for Carers

## 2. What Needs Development or Improvement?

### • Information and communication

- Accessing the RIGHT information
- Acting on information provided by carers
- Children's Centre at the hospital should give more information
- Information systems, point of access
- "How to Start?" going about getting information
- Initial point of contact
- Lack of knowledge amongst professionals
- Lack of expertise and understanding from Social Service staff, school and hospital
- Information
- Information available – not given by G.P
- Knowledge of respite possibilities within the area
- Knowledge of what support can be provided for carers
- More clear information
- More promotion of the services the Carers Liaison offers, especially information line
- Opportunity to discuss issues away from the cared-for
- Paediatric Consultants seeing children in school without consent
- Services need to be better joined up (central sources of information)

### • Recognition and partnership working

- Better recognition by GP – ongoing medical support
- Medical staff need a more holistic view, i.e. carer-awareness training
- Role of Connexions and Personal Assistants, linking with parents
- Training to Social Services to have a greater understanding of conditions broadly presented, so that the carer feels that their burden is understood

### • Short breaks

- Better information about where to get respite
- Communication about the amount of respite per year
- Day services, Day care
- Good services e.g. Crossroads are limited in what they can supply
- Information about respite care for 16-19 year olds
- Lack of respite for young adults

- Provision of care for cared-for while carer has a break
- Respite packages that suit both the carer and the cared-for
- **Emergency/crisis response**
  - Access to advice and support (especially if out of hours)
  - Emergency services
  - Information about emergency respite
  - More access to crisis help
  - More support for carers when needed -to give them immediate break
  - Out of hours services
  - Rapid response from services – not “next Monday!” Especially weekends and holidays
  - Someone to call with nursing training to respond at a weekend for about 1 hour “when I have to get out”
- **Hospital discharge planning**
  - Perhaps also timing, often visit by co-ordinator happens soon after cared-for returns home from hospital, when carer is already struggling to cope with change, and unable to take on information. Co-ordinator is bound by confidentiality, and therefore can’t pass information straight to organisation for them to make the contact
  - When cared-for is in hospital, no information is provided to cared-for about organisations that can provide support. Need to raise awareness in hospital staff
- **Sustainability**
  - Funding for services
  - Lack of funding
  - More Community Psychiatric Nurses
  - Specialist provisions – not enough available
- **Other areas which carers and/or workers said needed development or improvement**
  - 1 specialist worker that will offer support throughout
  - Access to finance (Carers Allowance +60 years)
  - Accessing a Social Worker
  - Availability of support and knowledge for carers to ease their burden. High levels of stress for carer, particularly if the carer is unwell
  - Child and Adolescent Mental Health Services
  - Continuity
  - Dementia and physical health difficulties
  - Designated and appropriate service for children with special needs
  - Discrimination for physical disabilities when it comes to travel
  - General experiences of liaison with Social Services negative
  - Good assessments and history taking

- Greater understanding by people other than the carer, that patients with acquired brain injury will display 'normal' social skills, but that behaviour at home will be different
- Lack of speech therapy, occupational therapy, and physical therapy
- Lobby the people who want your vote
- Meaningful interaction with people
- Means testing system
- Medication reviews
- More individuality (action after Care Assessment)
- Need for "person centred" care
- Seeing and treating a 'dual diagnosis' simultaneously
- Specialist services
- Still a shortage of general awareness on how acquired brain injury manifests itself, and how behaviour in the cared-for can change
- Support people more effectively to accept care (in early stages of diagnosis), eg counselling for people with recent diagnosis of dementia – need for specialist counselling services
- Transition
- Visibility of Brain Injury Co-ordinator for West Sussex. Need clarity/split between traumatic and acquired brain injury co-ordinators, so that carers and cared-for are supported either way

### **3. What is needed but not currently provided?**

- **Information and communication**
  - Accurate communication with carers
  - Consistency of approach to giving information, ie GP surgeries
  - Full set of information for carers
  - Information distribution via community services e.g. WRVS, supermarket delivery services
  - More advice about nursing home respite
  - Negative perceptions of word "dementia", e.g. "demented"
  - Positive promotion of living with dementia
  - Publicity and de-stigmatising
  - Schools to develop awareness and understanding of disability
- **Recognition and partnership working**
  - Link between organisations/hospital staff and Social Services
  - More recognition of what carers are dealing with
  - Recognition
  - Recognition and relief for the endless stress that carers experience
  - Respect and support for families and parents
- **Short breaks**
  - Care for cared-for person
  - Lack of suitable day care or respite accommodation in some areas

## Summary of workshop feedback

- Respite for Carers Days at Methold House
- More 'regular' respite
- **Emergency/crisis response**
  - Emergency respite
  - Introduction of emergency cover before care needed
- **Other services carers and/or workers said were needed but not provided**
  - Coping with young people's Aspergers and for children who do not have diagnosis
  - Local support groups extended (time/location/transport)
  - More emotional support for carers
  - More "person centred planning" and specialist workers
  - More resources – e.g. books, materials, tools etc
  - More 'support' groups for carers
  - Not enough residential homes for dementia
  - Lack of local social and leisure opportunities
  - Opportunity to offer mutual support
  - Speed and quality of the assessments to be acted on
  - Support for disabled children to cope and manage their disability and behaviour
  - Training for carers
  - Where to go to look for financial assistance

## SUMMARY OF EVALUATION FORMS

### 1. Numbers of Forms Returned

Overall, 17 evaluation forms were returned, 14 from carers and 3 from those working with carers.

### 2. Numbers of Comments 'Stickies' Completed

12 comments 'stickies' were completed, and the comments are included in those listed in the 'Summary of workshop feedback' section shown earlier in this report.

### 3. Overall Impression

10 carers thought the conference was 'successful and valuable'  
3 carers thought the conference was 'reasonably successful'  
1 carer did not answer the question

3 workers thought the conference was 'successful and valuable'

### 4. The Best Thing Was

(May include more than 1 issue per person)

Carers said:

- *Meeting others in the same situation*
- *Hearing other carers' views and experiences*
- *Small groups and the ability to discuss relevant issues with fellow 'peer group' carers*
- *Being able to ask questions and get answers*
- *The chance to hear updates on the services available*
- *Talking to carers and workers in statutory services*
- *Freedom to express oneself*
- *To realise what I did not know was available*
- *Finding where to get information from and what services are available*
- *Information and friendliness, meeting the faces I have spoken to on the phone*
- *Interesting*
- *Being with like minded people*
- *Members expressing their various problems – mainly lack of information during emergency and what can be done quickly*
- *The wealth of information of the experts*

Workers said:

- *Sharing of experiences*
- *Listening to people's needs and desires*
- *Working with the carers and listening to their stories*
- *Bringing carers and professionals together*

## **5. It would have been better if**

Carers said:

- *We could have heard the first 15 minutes of the DVD*
- *The microphone had worked better (4 comments)*
- *More time for small groups and less time being 'talked at' especially by people it was difficult to hear – voice projection is still required when using a microphone!*
- *Cannot fault*
- *The PCT and WASH Chief Execs had been there to listen*
- *A second microphone could have been used in the audience*
- *The microphone had worked. Only Hari Chhokar could be heard easily because she spoke up*
- *I wonder whether a summary of each speaker could be printed in the newsletter?*

Workers said:

- *There had been longer to discuss issues in groups*

## **6. What you gained most from the event**

Carers said:

- *Strength to carry on more cheerfully*
- *A better understanding of what is available, but need to know more*
- *Knowing you are not alone in caring (2 comments)*
- *An even greater sense of gratitude for all you do for us!!!*
- *A large bunch of flowers and affection*
- *Information*
- *Being an individual on my own*
- *Knowing that there is help for both my father and my mother as his carer*
- *That I am not the only one who worries about how to be a carer properly*
- *Emphasis on need for 24 hour help in an emergency – encouraging that this might happen*
- *Knowing that there is emergency help if needed*

Workers said:

- *How important getting information from one source is to people*
- *More understanding of the needs of carers*
- *Enthusiasm*

## 7. Other Comments

From carers:

- *Food was very good!!*
- *Aspergers syndrome seems to be the Cinderella of all the disabilities*
- *Many thanks*
- *Thank you so much!*
- *Food very nice thank you, staff super*
- *I expect to follow up*
- *The speakers were very informative in their individual fields*
- *A most interesting and informative conference*
- *It riles me that the tax my husband pays on his pension corresponds roughly to the shortfall of his monthly (care home) costs*
- *Parent carers may not want to attend meetings at Methold House as it is associated with older people*
- *We need a benefits advisor for parent carers*
- *There is a real lack of respite services for young adults 18-25*
- *We need a carers liaison advocacy service*
- *If you want parent carer representation at meetings they need to be in term time and in school hours*
- *Re Therapeutic work - investigate the Worthing Social Security interpretation of the legal right of folk on disability allowance to do a few hours therapeutic work a week, without being pounced on and threatened with loss of benefit!*
- *Re Means testing - is it possible to have a sliding scale for means testing, with folk being asked to pay partly for their help, rather than nothing or everything. For some folk their capital is a vital source of income and security for the future - to erode it substantially in the long term could leave them totally dependent in the end?*
- *Recommendation - that those who give the talks are trained to use their voices to better effect, and to use a microphone. All they said was worth hearing; we don't want to strain to hear it*
- *Speakers to stand, most did!*
- *Learn to use microphone*
- *Traffic noise to be excluded*
- *Contact information would be useful*

## Summary of Evaluation Forms

From workers:

- *A good day*
- *A very positive day*
- *Please keep up your good work*

What Next?

## **WHAT NEXT?**

Jacquie Bickers, Adult Services West Sussex County Council, and Hari Chhokar, Carers Liaison Service are now analysing the comments made at the Conference.

The issues raised will be taken to the Coastal Implementation Group, and then the 2007-2009 Action Plan will be drawn up, early in 2008. If you would like a full copy of the Action Plan when it is ready, please contact the Carers Liaison Service on 01903 528600.