



# You said, We did

Health & Adult Social Care  
Carer Feedback 2022



Brighton & Hove  
City Council



## Contact the Carers Hub

Phone 01273 977 000 | Email [info@carershub.co.uk](mailto:info@carershub.co.uk)

For more information visit the website [www.carershub.co.uk](http://www.carershub.co.uk)



## Information & Advice

Some carers said they were finding it difficult to access information about care and support services.



### We have:

- **Continued to fund the Carers Hub.** This has been set up as a central place for information and advice for unpaid carers looking after family and friends. It provides information regarding services and support for carers, and can signpost to relevant services for the person you care for.
- **Developed our Adult Social Care hub.** We wanted to improve access to information and advice about support options available to adults with care and support needs as well as their carers.
- **Continued to fund the Special Educational Needs and Disabilities (SEND) Information, Advice and Support Service (SENDIASS)** for families of disabled children and young people. This service is provided by local charity Amaze.

You can sign up to receive newsletters or have an assessment of your needs to discuss the services available for you.

To find out more about the social care services we provide please visit the new Adult Social Care hub at [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)

You can also contact Access Point to find out more about the range of care options that are available. Please email [AccessPoint@brighton-hove.gov.uk](mailto:AccessPoint@brighton-hove.gov.uk) or phone 01273 295555.

To contact the Amaze SENDIASS advice service please visit [sendiass@amazesussex.org.uk](mailto:sendiass@amazesussex.org.uk) or phone 01273 772289.

We will continue to ensure we provide information in formats that are accessible to everyone – including non-digital formats.



# Communication & Involvement

Some carers said they wanted to feel more involved about decisions about the people they care for and would like to be kept up to date with key changes.



## We have:

- **Re-designed our processes** to ensure we can identify carers at the earliest stage and developed guidance around supporting carers for our workforce.
- **Worked with key carer organisations** within the city to improve our support for all unpaid carers. Many of these organisations are part of the Carers Hub.

## We will:

Create a 'Carers Roadmap'. This will identify the support available for carers and the people they care for. It will also highlight 'decision points' to ensure that carers are aware of their rights. We aim to publish this in early 2023.

You can contact the Carers Hub to find out more about your rights as a carer. These include your right to have your views taken into consideration by health and social care services when supporting or treating the person you care for.

They also include your right to a Carers Assessment to discuss your needs – or a joint assessment with the person you care for – to ensure you are involved and that both sets of needs are discussed.

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## Experience of Assessment services

Some carers told us there were long waiting lists for the person they care for to get an assessment.

They also said they felt the person they cared for was under-assessed, and that they needed more support than was offered.



### We have:

- **Re-designed processes** to help us be more responsive to those people that need an assessment.
- **Commissioned an advocacy hub** that integrates existing services from across Brighton & Hove, and East and West Sussex. This will make it easier for people to find the support they need.

You can request a carers assessment, which can be reviewed as necessary. It can either be a joint or separate assessment for the person you care for – contact the Carers Hub for support with this.

You can also access advocacy support by contacting Sussex Advocacy at [www.sussexadvocacypartnership.co.uk](http://www.sussexadvocacypartnership.co.uk)

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## Financial information & financial hardship

Some carers told us they were concerned about the cost of living. They said they would like more help and advice about their finances and eligibility for financial support.



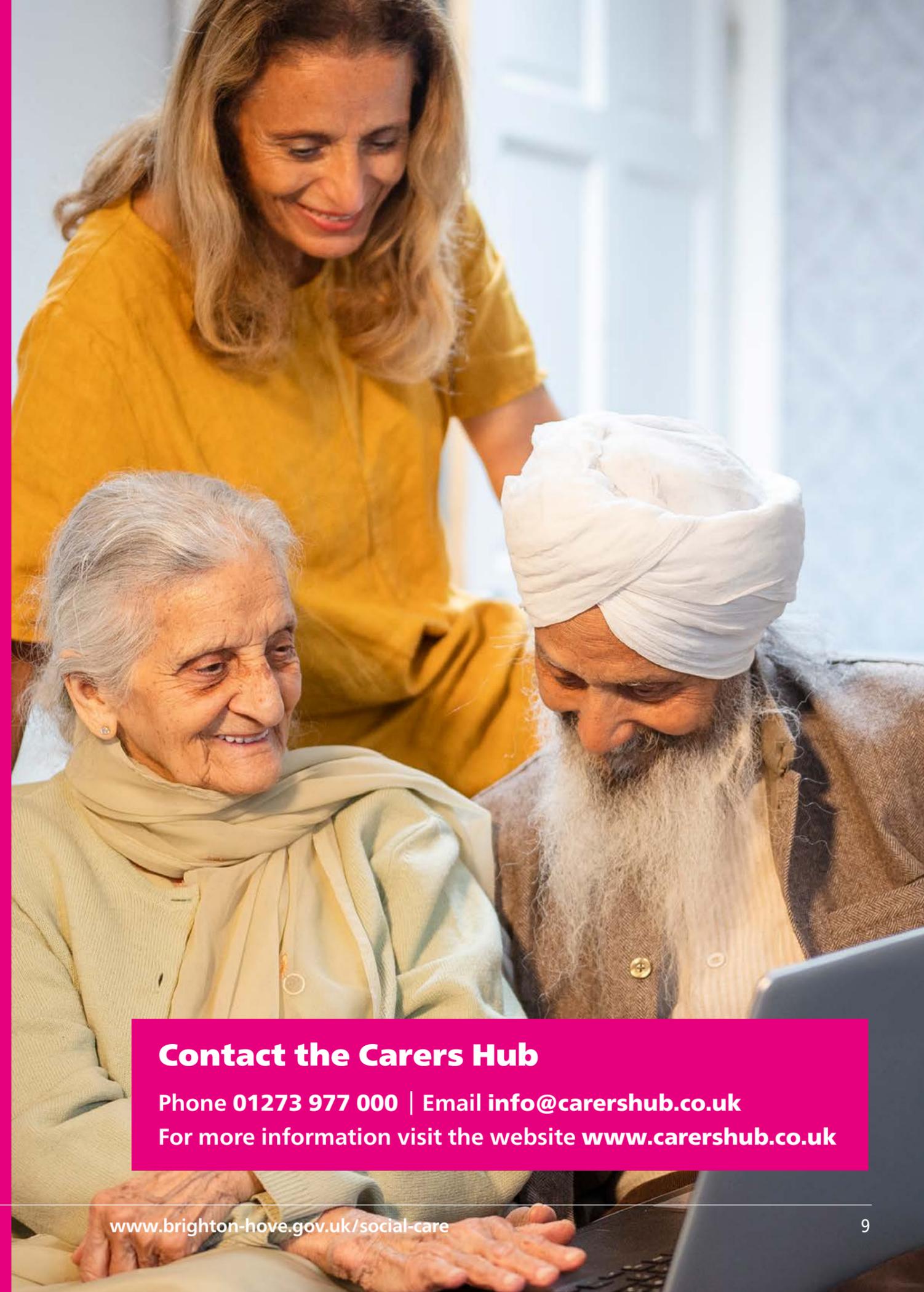
### We have:

- **Revised our Financial Charging Information sheets** to ensure the information is clear and accessible.
- **Given practitioners additional training** to help them provide information about financial support while conducting care act assessments.
- **Helped vulnerable people to keep their homes warm** and afford fuel bills. We have done this by providing money advice, hardship grants and home energy visits.

You can access information on benefits and financial advice at: [www.brighton-hove.gov.uk/benefits-and-financial-advice/help-and-support/financial-advice](http://www.brighton-hove.gov.uk/benefits-and-financial-advice/help-and-support/financial-advice)

To find out more about planning for the cost of your care please visit: [www.brighton-hove.gov.uk/paying-for-care](http://www.brighton-hove.gov.uk/paying-for-care)

Carers UK also has information about this. Please visit: [www.carersuk.org/help-and-advice/financial-support/help-with-benefits](http://www.carersuk.org/help-and-advice/financial-support/help-with-benefits)



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## Difficulty maintaining employment

Some carers told us they were finding it difficult to balance their caring role with their work and life generally.



We are members of Carers UK – a national organisation that enables all carers to access the Carers Digital Offer. This links to a range of support and resources for carers, including targeted support for working carers. Go to [www.carersuk.org/for-professionals/digital-resource](http://www.carersuk.org/for-professionals/digital-resource) for more information.

The Carers Hub provides advice for employers who want to be more carer-aware and offer a peer support group for working carers.

The Hub also promotes a national organisation called Employers for Carers. This helps employers to be more 'carer friendly' to their employees.

You can access support from Employers for Carers through the Carers Hub. You can also request a Carers Assessment. This will involve discussions regarding potential support to enable you to balance both caring and working.

Or you can contact Employers for Carers direct at [www.employersforcarers.org](http://www.employersforcarers.org) Or phone them on 020 7378 4956 or email them at [client.services@carersuk.org](mailto:client.services@carersuk.org)

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# Social Isolation

Some carers said they felt socially isolated.



## We have:

- A range of services aimed at supporting carers, promoting peer support and reducing isolation.
- We have also signposted carers to services across the city that provide specific support to people experiencing social isolation.

You can contact the Carers Hub for more information regarding their services and other services in the city. These include Together Co, who aim to reduce social isolation by connecting people to a range of services at [www.togetherco.org.uk](http://www.togetherco.org.uk) or 01273 775 888.

If you're a parent carer Amaze can help you access their Face 2 Face service. This gives emotional support to parent carers via social groups and one to one befriending from other parent carers. To find out more please contact email Marie Baker at [marie@amazesussex.org.uk](mailto:marie@amazesussex.org.uk) or call her on 07484 051755.

You can also visit the new Adult Social Care hub and find out more about the support that is out there to stay active and connected at [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)

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## Respite

Some carers told us they found it difficult to access respite support or services in the city. Some also told us they found it difficult to fund respite breaks.

**Increasing access to respite in the city is a priority for the local authority.**



### We have:

- **Started a review of respite services** to assess needs in the city and the current capacity of local services to deliver respite care.
- **Begun exploring new approaches for carers to access short breaks** via Carers Personal Budgets.

You can contact the Carers Hub for advice on accessing breaks for carers.

There is also the My Health Matters project. This is run by Crossroads Care as part of the Carers Hub, free home based respite to enable carers to attend health related appointments.  
[www.esbhcrossroads.org.uk](http://www.esbhcrossroads.org.uk)  
01273 234021  
[bhoffice@esbhcrossroads.org.uk](mailto:bhoffice@esbhcrossroads.org.uk)

# Mental Health Support



People told us that more provision of supported accommodation services for young people with mental health needs was needed. They said services needed to be more aware of mental health issues. Many Carers are supporting a person with Mental Health needs.

People also told us that the carers themselves were feeling the impact of their caring role on their own mental health.

## Increasing access to emotional support for carers is a priority for the local authority



### We have:

- **Commissioned new services** in conjunction with NHS Sussex partners for people with needs arising from their mental health.
- **Prioritised** developing dedicated provision for 18–25-year-olds to improve transition from children's to adult services in our mental Health and Housing Place Based Plan.
- **Prioritised** improving the connection between Mental Health, Adult Social Care and Housing to prevent homelessness and improve mental wellbeing in our mental Health and Housing Place Based Plan.
- **Supported social workers** to be more aware of the mental health support offer and appropriate referral routes.

You can find out more about the Mental Health and Housing Place Based Plan at [www.sussexpartnership.nhs.uk/node/7801/attachment.pdf](http://www.sussexpartnership.nhs.uk/node/7801/attachment.pdf)

You can also access advice and support around mental health and wellbeing at [www.uok.org.uk](http://www.uok.org.uk) or by calling 0808 196 1768

You can access the Sussex digital wellbeing service and participation group for young people at [www.uok.org.uk](http://www.uok.org.uk)

Contact Amaze if you're a parent carer to access their Face 2 Face service which gives emotional support to parent carers via social groups and one to one befriending from other parent carers contact Marie Baker [marie@amazesussex.org.uk](mailto:marie@amazesussex.org.uk) or on 07484 051755.

The Carers Hub has dedicated services for carers of people with mental health needs.

The Alzheimer's Society offers support for carers of people with dementia. Carer support is also part of the remit of the Memory Assessment Service. This is provided at [www.hereweare.org.uk](http://www.hereweare.org.uk)



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## Worries about sustaining caring role

Some carers told us they were worried that in future it would be difficult to maintain their caring role.



### We have:

- **Carers assessments** that are designed to enable a discussion regarding how you could be supported to maintain your caring role, if you wish to.
- **Continued to offer carers access to a Carers Card.** This provides discounts for services and activities to encourage carers to access a break from their caring role.
- **Continued to help plan Carers Emergency Back Up Plans.** These identify support that is available if you are unable to provide care.

The Carers Hub has a range of services to support carers to continue in their role. These include:

- **A Peer Support group** to enable carers to meet up and share their experience and concerns.
- **A Carers Reablement Project** to help carers gain a new skill, or revisit an activity they enjoyed with the support of a volunteer.
- **A My Health Matters project** offering home based respite to enable carers to attend health related appointments.