

# Update on the Hampshire Model for Carers

## Achievements Year One include:

- We have delivered new, county-wide support, information and emergency planning services for carers.
- We have extended the Voucher scheme for carers' respite to the New Forest, Aldershot and Eastleigh and full county coverage will be achieved by August 2010.
- We have introduced a new small grants programme for carers to support a wide range of locally-based groups and services.
- We have improved support services for carers of older people with mental health with the addition of two new Alzheimer Cafes.



*'We improved support services for carers of older people with mental health with the addition of two new Alzheimer Cafes'*



At the launch evening for the Café in Gosport there were over 34 people in attendance, 20 of whom were people with dementia and their carers. Like the others in Hampshire, the Café is also supported by health and social care staff and volunteers including two consultant psychiatrists.

For one couple in attendance, this trip to the Café was the first outing that they had made as a couple in 5 years. Twelve months later they continue to enjoy the therapeutic support and social outings.

For another carer, attending the Café has opened doors to the range of support and information on offer. He has attended other carer events and has accessed one to one support from the Princess Royal Trust for Carers as a result of finding out about services at the Café.

The Café is now considering opening in another venue for an extra evening to meet local demand.



Hampshire  
County Council

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## Plans for Year Two include:

- The review of flexible, home-based respite and support services and responding to findings with an appropriate commissioning plan.
- The development of information materials which set out the support available to carers.
- A refresh of the action plan for the Hampshire Carers Strategy so that carers continue to determine local priorities and review our progress.
- Improving the involvement of carers, undertaking the first Carers Conference.

*'A refresh of the action plan for the Hampshire Carers Strategy so that carers continue to determine local priorities and review our progress.'*



The Hampshire Carers Strategy provides the strategic and policy framework for our work with carers and determines the priorities which we address.

Carers co-produced the Strategy in 2008 and we have begun a series of consultation events to publicise achievements and work completed to date and also to request feedback from carers about priorities for the next 12 months.

We hosted the first workshop for carers in June and have written to a further 180 carers for their comments. The resultant feedback will be published at the Carers Conference in October.

So far, carers have prioritised developing respite services (*'respite stops you going mad'*), information and communication with a continued focus on keeping them informed of progress.

# Some Stats...

- Census data from 2001 suggests that the number of carers over 64 years is 18,463.
- The annual total of carers over 64 who receive support from Adult Services is 5,616.
- So there are many more carers in the community providing a huge level of support.



# The results of a survey of carers in Hampshire in 2009/10

- 95.6% report looking after just one person
- 77.1% of people cared for are either a parent/spouse, 12.8% are looking after a child
- Three-fifths of people cared for are over 55, for carers this proportion is 83%
- 84% of carers report a level of satisfaction with social services level of support
- 84.6% of carers say this support made things easier for them
- The 3 main services used by carers are: information and advice (45.4%); support from carer groups (22.1%); help with household tasks or gardening (12.2%)



# Key Findings (continued):

- How quickly did social services respond to you? 19.9% of carers said the customer service level was found wanting
- Ease of access to services? 18.1% of carers said it was difficult for the person being looked after and for themselves (as carers) the figure was 19%
- BUT only 3.5% of carers said they never felt involved or consulted (this was low for both health and social service questions)
- 12.4% of carers say they are not in employment because of their caring responsibilities
- 82% of carers said they have been looking after the cared for person in excess of 5 years

# Key Messages

- A break is very important to carers
- People do not always want services – advice and support is valued
- Employment is an issue for a significant minority
- Psychological effects are profound but low level interventions are often most effective (e.g.. Community Innovations Teams)
- We need to improve our responsiveness



# Conclusion

Supporting carers is important in terms of:

- Early intervention and prevention
- Building community capacity
- Delivering positive outcomes for disabled and elderly people in the community

