

# Carers Rights Day Insight House November 29th 2013

**We asked the question...** What does a carers' information pathway look like to you? ...And what information do you need on each stage of your journey?



Carers present were asked to write on coloured cars the information they need, or think is most important.

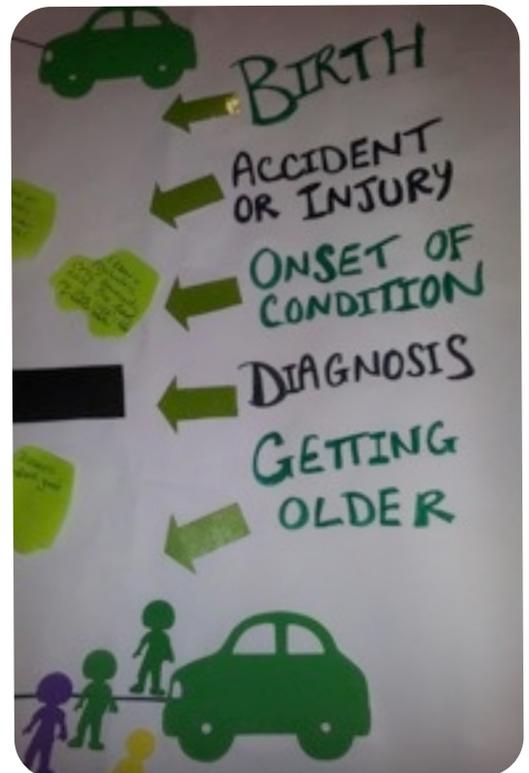
## **Beginning of caring journey:**

Birth? Accident or injury? Onset of condition? Diagnosis? Getting Older?

**Along the way:** Personal budgets?  
Care package? Benefits advice?  
Someone to talk to?

**Towards the end of your journey:** Independent living?  
Sheltered housing? Residential home?  
Nursing home? End of life?

**What about the potholes?**  
Things that have been difficult for you.



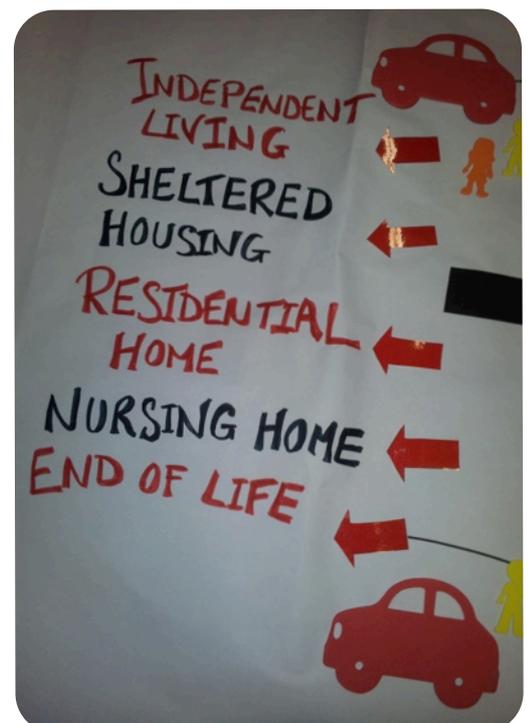
## **You said...**

- Diabetic support is good
- I know a Community Psychiatric Nurse who gives me the information I need
- I was told about my condition (osteoarthritis) but not given any information about it

- I have a personal budget but I am struggling to get support because of my wife's challenging behavior.
- People's conditions are put in boxes but my wife's condition does not fit...
- Community nurse and housing support team came to my home to help me fill in forms. My benefits have increased so it's been a good process for me with a positive result!



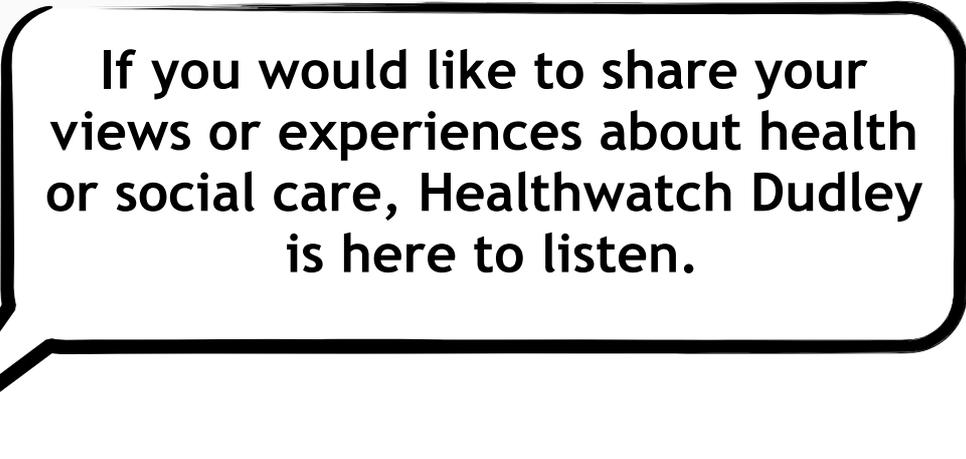
- Lack of social workers
- Follow through support for conditions is poor
- Got emergency care package in place
- More information about emergency cards
- Sometimes information is good, other times not so, there are ups and downs in the road
- Not being kept informed / communication
- Good access to respite is essential
- Rethink - very good, signposts me to other services
- Got £300 emergency fund but only because of relationships they had with key workers
- Not being told about available benefits / respite support
- Poplars provide very good support
- I need an advocate to support me in crisis to help me navigate around the system
- Support from Dudley Carers and Rethink and the 'peace of mind scheme' help and reassurance
- If anything happens to me the Dudley MBC 'Peace of mind scheme' reassures me that a care package is in place for my loved one





**Thank  
you!**

**A big thank you  
to everyone who  
took part.**



**If you would like to share your  
views or experiences about health  
or social care, Healthwatch Dudley  
is here to listen.**

**healthwatch**  
Dudley

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