



## **The Care Act – workshop summary and feedback**

### **Introduction**

Two workshops have been held on the Care Act organised by Healthwatch City of London in partnership with the City of London Corporation. The aim of the workshops was to raise awareness of the Care Act, the first part of which came into force on 1 April 2015. Attendees at the workshops included City residents, users of social care and health services and staff from local care and advice services - with staff from the City.

Events have taken place at the Artizan Street Library and Community Centre on 30 March 2015 where there were 24 attendees and on 13 April 2015 at the Sir Ralph Perring Club where there were 38 attendees.

Feedback from discussion groups:

### **1 What information and advice is useful for people to be able to plan for their future?**

- More information about the £72,000 cap on care costs and what is included. What is included in 'hotel costs' and what costs are covered by NHS? 'Hotel costs' and care costs should be itemised
- Access to an advocate is needed to access information and advice?
- A clear A-Z of what the Care Act is and a simple hand out so that people know where to go for what information - mailed to relevant City households
- Knowing whether carers from organisations are accredited.
- What help is available for informal carers? Information for carers needed
- Knowing which websites to access and who to contact at organisations. A flow chart showing service providers so people know where to go and who to talk to about concerns would be useful. There is a role for charities and the voluntary sector to play and be signposted to
- Advice and clarity on the financial aspects, the £72,000 cap and how it will work in the future.
- Information and advice on preventative healthcare and mental exercises
- Housing options
- Lasting power of attorney and benefit claimants
- Access to specialised care
- Information on out of hours services

## Where/how would it be useful to access some of this information?

- Through GPs, surgery waiting rooms and walk in centres
- Hard copy information, not all online
- Through offices, places of work and libraries
- Through language that is lay person friendly
- A City helpline and local advice services
- At schools for parents
- Use neighbourhood groups that already exist to spread the word
- City newsletters such as Healthwatch newsletter
- Online forms should be printable and the user should be able to save whilst completing
- Some stories, pictures and case studies provided to make the scenarios real
- A dedicated directory (this does already exist)
- At carers centres with speakers on particular issues
- Noticeboards at estates

## 2 If we think about 'wellbeing' what different factors might be important for people to consider in terms of their quality of life?

### Information and Communication

- Information and advice days
- Look at the care section of model of needs – physical, mental/emotional and social – then build on these core areas
- Protection from abuse and scams
- Those carrying out assessments need to understand your wellbeing needs
- Access to and information on services – chiropody, eye care, foot clinics

### Isolation

- Avoiding loneliness and social isolation
- How do we reach those that don't want help? How do we help those that don't want to admit to being isolated?
- Privacy and independence
- Befriending

### Environment and keeping fit

- Healthy eating, nutrition and regular exercise
- Good quality sleep
- Air, visual and noise pollution

#### **Community activities**

- Safer neighbourhoods and good neighbourhood schemes
- Social activities and mental stimulation – U3A and volunteering examples using Time Credits
- Participating in community activities, being able to connect with your community
- Intergenerational activities and groups
- Mental wellbeing

#### **Financial Aspects**

- Economic wellbeing and fuel poverty
- Warmth, fuel poverty and the cost of keeping your home warm
- Properly adapted homes and relevant equipment

#### **Carers and Caring**

- Ability to stay in your own home and area
- Being in control of decisions within the home
- Happiness and quality of life – pain free
- Involvement in family life – families need to be supported more. Conflict within families can lead to poor wellbeing and this needs to be addressed
- Nursing and care homes can mean people are cut off and lonely – how do we avoid this? Care homes also need to be more specialised so that the needs can be met
- Carers need to be better trained with more continuity of care. Caring needs to be seen as a more prestigious career
- Long term respite
- Specific appointments rather than day long time slots for appointments

### **3 What different things can we start to think about in terms of needs developing and progressing?**

#### **Information and Communication**

- Ensuring information is available before people need it so they can plan in advance whilst well
- Early intervention and screening services

#### **Isolation**

- Community responsibility – can be difficult in a big City
- Find out who is isolated whilst respecting privacy
- Homeshare - encourage older people to live with younger people



- Privacy is important – information should be given and then people can decide themselves if they want to take part

#### **Community activities**

- Local community groups with speakers that reach all cultures. Groups could look at dehydration, healthy living and should be fun
- Activities organised by the community health nurses
- Breaking down cultural barriers
- Communities can be transient and support in the community can suffer
- Education – U3A, courses at local colleges
- City walks
- Digital inclusion – used constructively to keep people engaged

#### **Financial Aspects**

- Home adaptations to enable people to stay in their homes as long as possible
- Handyperson service

#### **Carers and Caring**

- Emotional and respite services for carers to assist with stress and emotional support
- Floating support and home visits, befriending schemes

## **Comments on the events**

General comments were that the events were clear and well structured with informative content and engaged discussion. The point was made that the acoustics in the Sir Ralph Perring Club room were poor. The discussion was very stimulating and the feedback from the three groups was useful.

#### **Requests for future topics at events:**

Funding of care – how to ensure funding follows need  
The Financial side – how much is care going to cost us?  
The cap of £72,000  
Specific care for people with dementia  
Better qualified carers  
Housing  
Poverty  
What 'hotel costs' are  
Use of pharmacists in health care  
More detail on the financial aspects of the Care Act  
Example of an assessment questionnaire



Breaking down elements of the Act

Finance is a priority

Exploring innovative housing solutions

Communication and cooperation between organisations

Co design of services

Integration of volunteers and professionals

Social isolation

Dementia

How to promote and advertise events and activities in the area

**Further comments:**

Pressure on the Neaman Practice as it is difficult to get appointments

A City digital wellbeing innovation hub involving City University and City companies could be a good step

**What next?**

We will be running some further workshops to inform residents on what the Care Act will mean for them and to raise awareness of the elements of the Act. These will be at different locations and times to ensure we capture views from a variety of sections of the population. Our final report will be sent to the scrutiny committee, the health and wellbeing board and also will be featured in our newsletter.