

Appendix 1: Carers Strategy Consultation Feedback

Comments	By	Our response
Funding rationale for carers services to be referenced in strategy	O&S panel	Strategy includes reference to maintaining carers investments since 2013/14
Carers involvement in the final version of the strategy	O&S panel and individual carers during consultation	Agreement made that final text to be agreed by Health and Well Being Board (HWB), whilst more detail about implementation to be discussed with carers and an action plan to be developed once HWB agrees the Strategy.
Joint working at senior level necessary to ensure implementation of the strategy	O&S panel	HWB and senior commissioners of CCGs and WCC will continue to receive updates about service development, implementation of the Strategy and feedback on service quality
Using ICT to support carers	O&S panel, individual carers and carer support organisations	In line with both local and national strategies information will be made available to ensure that carers have access to up to date information. In addition in Worcestershire we have commissioned support services to help carers access the right information online and give advice. We are exploring the possibility of an online 'one stop shop' that support organisations and carers can use to find information.
Carers assessments	O&S panel	O&S panel referenced the number of assessment in relation to the total number of carers assessments undertaken in 2013/14. However, the Strategy explains that not every carer in the county wants or needs a carers assessment; it is however vital that if and when carers need support

		they know how and where to access this. The Strategy caters for this.
Whole family assessments	O&S panel	This is referenced in the Strategy and as part of the Care Act 2014 provisions this will be offered to carers and young carers.
Accessibility of the draft strategy	Individual carers	The document has now been revised with input from carers.
More detail needed about how the strategy would be delivered	Individual carers	The document has now been revised in light of these comments. Once Health and Well Being Board have agreed the document a detailed action plan will be developed.
How will carers be enabled to contribute to future carers engagement and consultation	Individual carers	The Strategy makes reference to the commitment to co-production, building on existing carers consultation and engagement groups. We will further investigate the use of social media to enable more carers to engage with commissioners and providers about the implementation of the strategy
Carers don't always feel valued	Individual carers	A clear commitment has been made in the strategy for all partners to become carer aware and commit to valuing carers. A new Carers Charter will be developed and partners in the public and private sector will be encouraged to sign up to this.
Training for carers	Individual carers	Training provision is already in place. This will be reviewed and re-commissioned during 2015/16. We will use existing local and national information to determine which training will be prioritised.
Carers pathway(s) to be clearly explained in the light of the changes in the Care Act 2014	Individual Carers	Pathways for adult and young carers have been developed and are appended to the strategy.

Individual budgets and Direct Payments for carers need to be explained	Individual carers	This has been appended to the Carers Strategy
Assurance needed that services listed on Your Life Your Choice are safe	Individual carers	Relevant services have to undergo a "quality check". This is based on the level of risk –the higher the potential risk to the user, the more rigorous the quality checks.
Carer support groups may not be the right approach to all carers	Individual carers	Local carer groups are part of a 'menu' of support offers which are and will be made available. We will continue to review the effectiveness of these and will also explore solutions such as 'buddying' systems, social networking solutions in addition to existing commissioned support.
Charging for carer services	Worcestershire Association of Carers; individual carers	This has been clarified in the Strategy – although local authorities have the power to charge (Care Act 2014) Worcestershire County Council will not charge in 2015/16 for services provided directly to carers.
How does Worcestershire's funding commitment compare	Individual carers	The Strategy states that funding for carers support has not decreased in 2015/16.