

Nottinghamshire County **LINK**

Respite services for carers in rural areas
of Nottinghamshire

Interim report

March 2010



Contents

Origination of Issue	Page 3
Participation including Partnership Working	Page 3
Research and Collating Information	Page 4
Results	Page 8
Recommendations	Page 15
Future/Subsequent Issues for Investigation	Page 15
Monitoring of Recommendation Uptakes	Page 15
Appendices	Page 16

Issue Origination

This issue was raised to the Nottinghamshire County LINK by a member of the public who receives respite care through the local authority and lives in a rural area of the County. They found that living in a rural area of the County, services were less accessible. When they needed respite services, there was not sufficient capacity to provide the care needed.

All issues received by the LINK are assessed by the Issues panel (a panel of LINKs participants). The issue was scored against criterion as set out by the LINKs governance documents agreed by the LINKs Executive Board. Following the assessment, the LINK agreed that this matter would affect far more than just one individual and many people living in the outermost parts of the County must experience the same issues.

The initial meeting of the group set forth a workplan. It focussed on investigating the availability of respite care services in rural areas of Nottinghamshire and map the location of the services. This would highlight the possible gaps in services around the County. Initial research suggested that there are a high number of carers who do not receive any support from the local authority. The group decided that as part of the investigation into the services available, they would also like to identify those who may not see themselves as carers.

Participants and Partners involved in the group:

The group has benefitted greatly from being able to work closely with carers as well as professionals in collating information regarding care services available in the County. Below is a list of contributors to the LINKs Task and Finish Group work:

Name	Organisation (if applicable)
Mark Hunter	Nottinghamshire County LINK (Executive Board Lead)
Adrian Hartley	Carer
Christopher Fordom	LINK member
Frank Wood	LINK member
Janice Hunt	Carer, LINK member
Julie Hartley	Carer, LINK member

Penny Spice	Nottinghamshire County Council, Service Manager - Carers
Shirley Jeffs	Rushcliffe Carers Group
Sue Dyke	Nottinghamshire PCT, Carer Co-ordinator
Inderpal Dhillon	LINKs Support Team
Valerie Stapleton	Carer, LINK member

Research and collation of information

Letters to Statutory bodies

The group decided that requesting information from the local authority and from local NHS services would provide a solid foundation for the investigation. Initially this was done via the Statutory 20 Day letter format in which a request was sent under the Local Government and Public Involvement Act 2007. See appendix 1.

This letter was sent to the following bodies requesting the information below:

- Current provisions for those in receipt of care
- Services available to provide respite care
- Whether concerns had been raised about services being provided
- Who is the first point of contact for respite services to carers?

As many of the organisations did not reply to the first letter, a follow up letter was sent out on the 26th October 09 and subsequently on the 18th November 09 to request further information.

Telephone survey

A telephone survey was completed of care service providers in Nottinghamshire and asked the following questions:

- What type of service does the organisation provide?
- Which districts of Nottinghamshire did the organisation cover?
- Do they also cover the city?
- How many members of staff does the organisation employ?
- What are the contracted numbers of hours of care delivered?
- How many people do they care for?

This research would allow the LINK to establish the level of service being provided throughout the County and also expose where there are possible gaps in services exist.

Collation of literature publicising services

As the secondary focus of the investigation was to look at knowledge of care services in the County, the group collated pamphlets, fliers and other literature about available care services distributed by Nottinghamshire County Council and local NHS services. By doing so the group was able to assess the amount of marketing done by service providers to make the public aware of their services.

Nottinghamshire Listens Citizens Panel Wave Four Survey (Health and Wellbeing)

The Nottinghamshire County LINK took the opportunity to design a number of questions for the Health and Wellbeing Wave of the Citizens Panel Survey. This survey has been commissioned by Nottinghamshire County Council and focuses on partnership working, with nine different partners involved with this wave of questionnaire. The questionnaire was produced and delivered by Ipsos MORI, with the content designed by the nine partners. Results from this survey were released on the 17th July 2009. The LINK included questions about which services the public had heard of, if they had used them personally and if so, what difficulties they found when using them. The results from these questions can be found on appendix 2

The questions asked by the LINK relating to carers are as follows:

16 A. Which, if any, of the following Health and Social Care Services have you heard of?

And a follow up question of

16 B. And which, if any, of these Health and Social Care Services have you personally used or used on behalf of someone else in the last 12 months?

Hospitals	Patient Advice and Liaison Service
GP Out of Hours Service	Hearing Impairment Services
Podiatry/Chiropody	Visual Impairment Services
Homecare	Voluntary Organisation Support
Daycare	Carers Services
Community Transport to Health and Social Care Services	Choose and book
Disabled Persons Registration Card	Direct Payment for Social Care
Independent Complaints Advocacy Services (ICAS)	Local Involvement Network (LiNK)
50+ services	

16 C. And which, if any, of the following difficulties have you encountered with these services? (Selected information from question 16 C relating to Carers)

- b) Direct payments for social care - *Base: All those who have heard of Direct Payment for Social Care (978)*
- d) Homecare - *Base: All those who have heard of Homecare (2,103)*
- e) Daycare - *Base: All those who have heard of Daycare (2,064)*
- o) County Emergency Card for Carers - *Base: All those who have heard of County Emergency card for carers (482)*
- p) Carer Services - *Base: All those who have heard of carers services (1,397)*

Press releases

As part of its investigation into so called 'hidden' carers, the LiNK wrote a press release that was distributed throughout the County to various organisations in the hope of reaching as many carers as possible. This article raised the issue of hidden carers and went to ask the public the following questions:

- What care services do you use in Nottinghamshire and what areas of the County do they cover?
- What is your opinion of these services? Do they meet your needs?
- Do you feel you need more information about the services available in your area?
- Are you a carer from or provide care to people from an ethnic minority group?
- Do you receive adequate emotional support as a carer?
- How do you think the new Personal Budgets scheme will affect the level of service in your area?

This article had only been distributed to a small number of organisations initially however a summary of the article was included in the Nottingham Evening Post on the 4th February 2010. See Appendix 3.

Carers Demonstrator Site

The LINK also looked at the newly commissioned Carers Demonstrator Site. The Nottinghamshire County Council were chosen as one of 12 local authorities to receive extra government funding to develop and evaluate new initiatives to help carers. The scheme will pilot different types of extra care services provisions along with health partners and the University of Nottingham, assess the success and cost effectiveness of delivering the services.

Themes were proposed by carers after identifying areas of care that require further services targeting services people were not using and exploring why services are not adequately responsive. This would allow carers to be involved in shaping care services for the future, increasing choice of services, increase awareness of personal budgets and improve cost effectiveness of breaks provided.

The services and areas they cover are listed below:

Type of service	Area covered	Provider
Joint and separate breaks	Mansfield and Ashfield	Age Concern
	Newark & Sherwood	Care and Comfort Befriending and Carers Support service
	Carers of people with brain injury across Nottinghamshire	Headway
Help for carer who look after people with dementia	Newark & Sherwood and Bassetlaw	North Notts Crossroad
Crisis prevention – Unplanned breaks due to emergency	Nottinghamshire (Except Nottingham City)	North Notts Crossroads and East Midlands Crossroads
Carers in Black and minority ethnic communities	Rushcliffe Community Voluntary Service to encourage Black and minority ethnic carers in Broxtowe, Gedling and Rushcliffe to take up carers breaks	

Carers in travelling communities	Newark & Sherwood Community and Voluntary Service will be encouraging carers in travelling communities to take up carers breaks
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Other research

Following the initial requests for information, meetings were held with commissioners of Care Services to have a clearer understanding of what services they were providing, how they generated feedback from carers and how they intend to develop the services to be more inclusive. More information was obtained about the Local Councils 'Golden Number' which is the first point of contact for those who are in need of care services and also those providing care and not in receipt of any assistance.

Results

Requests for information

Below are the results following the letters sent to Nottinghamshire County Council, District Borough Council and local NHS services.

Date Sent	Organisation	Date Response Received	Brief Summary of Response
15/09/09	Ashfield District Council	02/10/09	<ul style="list-style-type: none"> Response stated that the Borough Council do not hold any information on care services
15/09/09	Bassetlaw Primary Care Trust	25/11/09	<ul style="list-style-type: none"> The PCT do not directly commission carers services. No concerns have been raised about the services provided <i>The first point of contact for Carers is the 'Golden Number' at Nottinghamshire County Council</i>
15/09/09	Broxtowe Borough Council	03/11/09	<ul style="list-style-type: none"> Response stated that the Borough Council do not hold any information on care services
15/09/09	Gedling Borough Council	13/11/09	<ul style="list-style-type: none"> Response stated that the Borough Council do not hold any information on care services

15/09/09	Mansfield District Council	03/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services
15/09/09	Newark and Sherwood District Council	03/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services
15/09/09	NHS Nottinghamshire Community Health – John Eastwood Hospice	22/09/09	<ul style="list-style-type: none"> • Questioned the meaning of the letter and ‘respite services’ being for the patient rather than aimed at the carers.
26/10/09	NHS Nottinghamshire County	04/11/09	<ul style="list-style-type: none"> • Holding letter. Response to be provided by 1st December 09.
15/09/09	Nottinghamshire County Council – Adult Social Care and Health	28/09/09	<ul style="list-style-type: none"> • A comprehensive list of all respite care services available in Nottinghamshire including day care and also the amount of funding they receive. • Informed us that some concerns have been raised about emergency respite care services. • A review of all providers has recently taken place and there is a new tendering process for Carers’ Services to create an approved supplier list. • <i>First point of contact suggested as the Golden Number – 08449 808080.</i>
15/09/09	Rushcliffe Borough Council	04/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services

A further letter was sent on the 18th November 2009 asking for information specifically on services in rural areas of Nottinghamshire. This letter was distributed to the following:

Date Sent	Organisation	Date Response Received	Brief Summary of Response
18/11/09	NHS Nottinghamshire Healthcare Trust – Carer Assessment Team	02/12/09	<ul style="list-style-type: none"> • Respite opportunities provided by Nottinghamshire County Council and day activities provisioned for the cared for who have mental health issues. • Depending on area this is provided by Framework Household (Gedling, Rushcliffe and Bassetlaw) and MIND (Bassetlaw and Newark & Sherwood)

The results show that all carer services are provided centrally by the Local Authority and District Councils are not involved in the commissioning of services. Also, whilst the NHS do not provide any care services, they are aware of the needs of those receiving care and able to make recommendations as to how to access the Care Services.

Nottinghamshire County Council were able to provide a comprehensive list of the respite services they provide including Day Care centres, spot care providers (respite care cover for short periods of time), Short Breaks services and schemes aimed at allowing the person being cared for to engage with other people through away days and other activities. Appendix 4 shows the list of services provided and also the areas that they cover.

Telephone Survey

Having received information about Care Services from the commissioners, the telephone survey allowed the LINK to speak directly with the providers of care and establish the types of services they offered and the amount of care they are providing.

Identification of services available in different areas

After conducting the survey (Results can be seen in appendix 5) it became clear that the highest number of providers offering respite services and domiciliary care are operating in the Broxtowe, Gedling and Rushcliffe areas of Nottinghamshire. Bassetlaw and Newark & Sherwood receive the least amount of care services with the Ashfield District being the next lowest. This was because of there are a lower number of people

in need of care in those areas and the companies stated they would be able to provide care there. However, they cannot justify moving into those areas fully until they have received enough referrals thus highlighting the need to identify carers in those areas.

Issues with transportation

As part of the research and by speaking to the providers directly, the LINK were able to establish that the reason some providers cannot offer the same level of service in all parts of the County is due to the cost of travelling to and from the areas and accessibility. It becomes cost ineffective for providers to offer care in isolated areas of the County because of cost of transportation for the Carer. It came to light that some Carers are reliant on public transport which makes it difficult to access rural areas of the County that have poor public transport links. E.g. Areas of Bassetlaw where bus services run bi-hourly.

Issues with recruitment

Providers identified having problems recruiting staff local to specific areas where care may be required. However, the nature of the work means that more care is required in certain parts of the County at any given time. The location of clients is rather fluid, changing throughout the length of the contract.

Some providers were not willing to offer information via telephone and will be contacted via post or e-mail.

Collation of literature publicising services

By collating information available to members of the public, the LINK found that a huge amount of information was put into the public domain and how to access Care Services and other types of support services. The way in which this information is distributed was not established however by looking at the number of people in receipt of Care Services and the estimated number of carers in the County, it suggests that the services could be promoted further or more co-operative work between those supplying information.

Further co-operation between social care services, primary healthcare services and at discharge from hospital would allow services to identify more carers and also identify the needs of the patient better when they are leaving hospital.

Appendix 6 shows the literature collated by the LINK as part of its research

Nottinghamshire Listens Citizens Panel Wave Four Survey (Health and Wellbeing)

The Health and Wellbeing Survey was distributed across Nottinghamshire to over 8000 people in the County as part of the Nottinghamshire Listens Citizens Panel Wave Four Survey.

The data shows that from the respondents to the survey, 36% of people had heard for Care Services, 24% had heard of direct payments for social care and 12% had heard of the County emergency card for carers. However of those who have expressed knowledge of services, only 2% said they have used Care Services, 2% had used direct payments for social care and less than 1% had used the County emergency card for carers.

Question 16C went on to ask what difficulties people faced when accessing service and showed the following:

For Direct payments for social care - *Base: All those who have heard of Direct Payment for Social Care (978)*

	County average %
Lack of information	14
Lack of availability	1
Cost	1
Lack of confidence	1
Insufficient transport	*
None/not stated	83

For Homecare - *Base: All those who have heard of Homecare (2,103)*

	County average %
Lack of information	4
Lack of availability	2
Cost	2
Lack of confidence	1
Insufficient transport	*
None/not stated	92

For Daycare - *Base: All those who have heard of Daycare (2,064)*

	County average %
Lack of information	4
Lack of availability	1
Cost	1
Lack of confidence	1
Insufficient transport	*
None/not stated	93

For County Emergency Card for Carers - *Base: All those who have heard of County Emergency card for carers (482)*

	County average %
Lack of information	25
Lack of availability	1
Cost	*
Lack of confidence	*
Insufficient transport	-
None/not stated	74

For Carer Services - *Base: All those who have heard of carers services (1,397)*

	County average %
Lack of information	7
Lack of availability	2
Cost	1
Lack of confidence	*
Insufficient transport	*
None/not stated	90

These results show that the main difficulty around services for carers is lack of information. The poor response rate to some questions shows that the value of some of the statistics is quite limited.

Press releases

As part of the research, the group decided to investigate knowledge of Care Services further and an article was drafted to be distributed to carers and ask for feedback on services or if they would like more information about available services. See Appendix 3.

Following the release of this article, the Health Correspondent at the Nottingham Evening Post summarised the article. It was printed on page three of the newspaper on 4th February 10 without the knowledge of the group. However, following this article going to press, the LINK received calls from members of the public who were not in receipt of Care Services but wanted further information on how to access them. They were signposted to the relevant organisations. However, this highlighted that there are people in the community who need the services but are unsure how or where to access information and that further work should be done to make the information more widely available. It demonstrated that by using other media formats a wider section of the community can be reached to help identify hidden carers.

Other research/meeting feedback

The Nottinghamshire County Council's Golden Number has been identified as the first point of contact for any carer when they are looking for support from the Local Authority. It is thought that taking the initial step to call the service is a major hurdle for many people and thus it would be thought that this process is as simple as possible to help alleviate any anxiety they have. However, the LINK found that the initial telephone assessment can be lengthy and could be overwhelming for the caller at that stage, especially as many of the questions are repeated at the carer assessment which follows.

From meeting with the Council, the LINK understands that there has been a review of the service and the questions the telephone assessment asks at that stage and that this service will be more streamlined in the second quarter of 2010.

The LINK has been informed that a formal feedback mechanism is not in place by the Nottinghamshire County Council directly with people receiving care or their carers. The majority of feedback is received via the agencies providing Care Services and thus could be skewed to reflect more positive results. As well as the data collected from providers, the Council receive feedback from a national survey carried out by the Department of Health called the Annual Carers Survey. It has been noted that the majority of people who have provided feedback have responded positively and are satisfied with the services available. However, it has been suggested that there could be people who do not give a true opinion of services for fear that the service could be changed and 'something is better than nothing'.

Recommendations

At this stage the Nottinghamshire County LINK is not making a recommendation until all research has been concluded.

Future/subsequent issues

Future issues will be provided at the conclusion of this report.

Monitoring

Not applicable at this time.

Appendices

Appendix 1 – Letter to statutory bodies

Nottinghamshire County LINK
Unit E2, Southglade Business Park
Cowlairs
Nottingham
NG5 9RA

T 0115 9754647
F 0115 9279342

www.strongerlocalvoice.com
info@strongerlocalvoice.com



Ref: Stat 20 letter – Issue 003

Date: 15th September 2009

Dear Sirs,

Re: Respite Services for Carers

We are writing this letter on behalf of the above Task and Finish Group of the Nottinghamshire County LINK under the statutory powers set out in the Local Government and Public Involvement in Health Act 2007.

As you probably already know, the LINK is made up of volunteers from in and around Nottinghamshire. They are working together to affect change to health and social care services throughout the County.

One of the issues that has been raised by our members is the lack of respite services for carers within the county. We hope that we can look at the services as they currently stand. We have spoken with our members and with services users and voluntary groups. We may suggest changes and make recommendations for improvements.

We are writing to ask you to confirm with us what services are currently available for carers and their cared for. We would like to know whether any concerns have been raised with you over the current services. Are you involved in any review of the services that are available at present? Please let us know what is the first point of contact between respite services and carers?

It occurs to us that part of the difficulty is that often services exist but the people who would benefit from using them do not always know about them. It may be that the LINK can assist the carers in Nottinghamshire by raising awareness of the services that are available.

Thank you for your assistance and we look forward to hearing from you.

Yours faithfully,

Mark Hunter

Executive Board Lead for the Respite Services for Carers Task & Finish Group
Nottinghamshire County LINK

Appendix 2 – Results from Nottinghamshire Listens Citizens Panel Wave Four Survey (Health and Wellbeing)

HEALTH AND SOCIAL CARE SERVICES

Q1.A Which, if any, of the following Health and Social Care Services have you heard of?

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Hospitals	89	85	89	91	91	90	91	90
GP Out of Hours Service	79	75	75	79	82	80	83	79
Podiatry/Chiropody	62	59	58	65	64	63	65	61
Homecare	54	54	54	49	57	53	58	51
Daycare	52	54	52	51	56	50	52	50
Community Transport to Health and Social Care Services	46	50	51	44	47	45	48	39
Patient Advice and Liaison Service	41	39	41	46	42	43	42	33
Hearing Impairment Services	41	38	37	37	44	43	41	43
Visual Impairment Services	37	36	34	34	42	40	38	39
Voluntary Organisation Support	36	38	36	31	41	35	39	33
Carers Services	36	34	39	34	40	38	33	33
Choose and book	33	32	39	33	35	35	31	27
Disabled Persons Registration Card	30	31	31	27	33	32	28	26
Independent Complaints Advocacy Services (ICAS)	26	27	29	23	32	25	30	18
50+ services	24	29	21	23	29	26	19	18
Direct Payment for Social Care	24	24	23	21	30	26	21	23
Local Involvement Network (LINK)	17	17	22	13	21	20	15	11
County Emergency Card for carers	12	13	13	10	14	12	16	7
Not stated	4	6	4	4	3	3	3	4

Q16.B **And which, if any, of these Health and Social Care Services have you personally used or used on behalf of someone else in the last 12 months?**

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Hospitals	50	45	47	49	47	56	55	51
GP Out of Hours Service	17	14	17	16	15	24	20	14
Podiatry/Chiropody	9	7	9	8	9	10	9	9
Choose and book	9	7	17	-	8	9	9	4
Patient Advice and Liaison Service	4	3	5	3	3	5	8	3
Hearing Impairment Services	4	4	5	4	5	4	4	5
Homecare	3	3	5	3	4	4	4	2
Daycare	2	2	3	1	2	2	2	2
Voluntary Organisation Support	2	2	3	2	3	3	2	2
Direct Payment for Social Care	2	1	2	1	2	2	2	1
Community Transport to Health and Social Care Services	2	3	4	1	2	2	2	1
Disabled Persons Registration Card	2	2	2	2	3	3	3	1
Carers Services	2	2	5	2	2	2	3	2
Visual Impairment Services	2	2	3	1	3	2	2	2
50+ services	1	2	1	1	1	1	1	1
Independent Complaints Advocacy Services (ICAS)	1	1	1	*	1	1	1	*
Local Involvement Network (LINK)	*	*	*	1	*	1	*	*
County Emergency Card for carers	*	*	-	*	*	-	*	*
Not stated	42	48	41	45	43	35	38	41

Q16.C **And which, if any, of the following difficulties have you encountered with these services?**

b) Direct Payment for Social Care

Base: All those who have heard of Direct Payment for Social Care (978)

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	14	11	13	15	16	16	15	9
Lack of availability	1	1	2	2	1	-	-	1
Cost	1	3	*	1	-	2	3	-
Lack of confidence	1	1	-	1	*	-	*	1
Insufficient transport	*	-	-	1	-	-	-	-
None/not stated	83	85	85	81	81	82	81	89

d) Homecare

Base: All those who have heard of Homecare (2,103)

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	4	5	6	5	4	5	3	2
Lack of availability	2	1	5	1	1	3	1	1
Cost	2	1	*	*	5	3	2	1
Lack of confidence	1	3	*	1	1	1	*	-
Insufficient transport	*	-	-	-	*	-	-	-
None/not stated	92	90	89	92	89	89	93	96

e) Daycare

Base: All those who have heard of Daycare (2,064)

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	4	4	5	4	4	5	2	3
Lack of availability	1	1	2	1	2	-	1	*
Cost	1	1	*	*	4	2	1	1
Lack of confidence	1	2	-	1	*	-	1	-
Insufficient transport	*	*	*	*	*	*	1	-
None/not stated	93	92	93	94	90	93	95	96

o) County Emergency Card for carers*Base: All those who have heard of County Emergency card for carers (482)*

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	25	23	27	23	29	32	18	23
Cost	1	-	1	3	-	-	-	2
Lack of availability	*	-	-	-	-	-	-	3
Insufficient transport	*	-	-	-	-	-	1	-
Lack of confidence	-	-	-	-	-	-	-	-
None/ not stated	74	77	72	75	72	68	82	72

p) Carers Services*Base: All those who have heard of carers services (1,397)*

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	7	8	9	6	6	7	9	5
Lack of availability	2	*	7	1	1	2	1	-
Cost	1	-	*	*	1	2	1	*
Insufficient transport	*	-	-	-	-	-	*	-
Lack of confidence	*	-	1	2	-	*	-	1
None/ not stated	90	92	83	90	92	88	89	94

Appendix 3 – Press release for Carers Respite group

Carers in the Community?

It is estimated that there are upwards of 80,000 people in Nottinghamshire who care for another person; looking after children, loved ones and the elderly. But there are only 6,000 people who are registered with Nottinghamshire County Councils Social Services department. So called 'hidden' carers have become the focus of much debate recently and it leaves the question, what do people know about care services available in Nottinghamshire?

At times it can be quite challenging for a carer to manage by themselves when looking after someone who is dependent on them and this is when many people seek help. This can be in the form of respite care, emotional support and also financial support. But the first problem for many people is "who do I turn to?". There are services throughout the County that aim to help both carers and the cared for and as part of its work the Nottinghamshire County LINK (Local Involvement Network) has launched an initiative to find out what the community know about local care services and how to access them.

Nottinghamshire County LINK seeks to find out the views of local people on health and social care services in Nottinghamshire and it engages with the public to find out what they think about local services and how they can be improved to meet the local community's needs. It then goes on to investigate issues that the public raise.

The LINK wants to find out what carers know about local services and are asking the public to send in their views. The main questions it has been asking as part of its investigation are:

- What care services do you use in Nottinghamshire and what areas of the County do they cover?
- What is your opinion of these services? Do they meet your needs?
- Do you feel you need more information about the services available in your area?
- Are you a carer from or provide care to people from an ethnic minority group?
- Do you receive adequate emotional support as a carer?
- How do you think the new Personal Budgets scheme will affect the level of service in your area?

The LINK would like to know your answers to the above questions and if you'd like to find out more information about the LINKs investigation into carers services or would like to send in your views about other services in the County, you can contact them on 0115 9754647 or e-mail them at info@strongerlocalvoice.com.

Appendix 4 – List of services available from Nottinghamshire County Council

Provider and name of service	Area Covered						
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood
Age Concern; Older persons day service operating 51 weeks per year for 10 people	Every Monday	Every Wednesday and Friday					Every Monday and Wednesday
Alzheimer's Society; Memories Club for people with dementia all year round	Worksop 3 days per week and Retford 2 days per week.						Balderton up to 3 days per week
Alzheimer's Society; Befriending service for people with dementia in Nottingham			Community activities and home based activities; Based in Hucknall	Community activities and home based activities			
ASRA; Support group for older Asian carers (65+); 50 weeks PA based in Barncroft				✓	✓	✓	
Early Onset Dementia; Part-time social worker provides vouchers for use with East Midlands Crossroads				✓	✓	✓	

Provider and name of service	Area Covered						
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood
Timeout; Sitting service for Afro-Caribbean people aged 55+ . Serve is run by Social Care worker 2.5 days per week				✓	✓	✓	
New Outlook; carers breaks for carers of adults of working age with dementia	✓	✓	✓	✓	✓	✓	✓
Mabon house; Based in Nottingham City. The day centre used by East Midlands Crossroads for people with early onset dementia				✓	✓	✓	
Headway; Day service for people with head injuries. Social activities and support services	✓	✓	✓	✓	✓	✓	✓
Crossroads; In home respite care service 24 hours a day, 7 days a week.	✓	✓	✓	✓	✓	✓	✓
PD Short breaks in care homes; Person cared for is able to go to care home for up to 2 weeks per year	✓	✓	✓	✓	✓	✓	✓
Royal Mencap 'Gedabout'; Evening and weekend short breaks					✓		

Provider and name of service	Area Covered						
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood
based in City							
APS Short breaks; Cared for with moderate to severe learning disabilities to be accommodated in family homes	✓	✓	✓	✓	✓	✓	✓
LD Short breaks; people with learning disabilities are able to go to a care home of their choice	✓	✓	✓	✓	✓	✓	✓
MENCAP – Bassetlaw and Newark Family Support Service. Breaks provided in or out of home	✓						✓
Royal Mencap – Park Life; Every Saturday provides activities for cared for in a park		✓	✓				
Supported Living South; operates 5 days a week for 6 people helping cared for get out and about				✓		✓	✓
Mencap – Older Carers Service; 2 workers delivering support to carers who look after those with learning disabilities	✓	✓	✓	✓	✓	✓	✓

Provider and name of service	Area Covered						
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood
Norsaca; Provides breaks to 11-12 service users with autism 2-10 hours per week with some people requiring 2-1 support.	✓	✓	✓	✓	✓	✓	✓
Bassetlaw Mind; Respite services for 10 service users through befriending. Estimates around 2 hours per carer per week	✓						
Newark Mind; Service for up to 7 service users to receive breaks allowing them to attend college and social activities							✓
Framework; Carers breaks/Outreach service	✓	✓	✓	✓	✓	✓	✓

Appendix 5 – Results from telephone survey

Organisation Name	Area covered									
	Broxtowe	Gedling	Rushcliffe	Bassetlaw	Mansfield	Ashfield	Newark	City		
Abacus Care			X							
Advantage Healthcare Group										
Allied Healthcare Group	X				X	X				
AMG Nursing & Care Services	X	X	X	X	X	X	X			X
Anchor Trust	X									
Anges Nottingham										
Apex Nursing and Care Services (Now Sterling Homecare)										
At your service care										
Broxtowe Crossroads										
Butterflys Specialist Homecare	X		X							X
Calverton Supreme Home Care		X								
Care Force Group Notts	X	X								
Care Force Group Retford				X						
Care UK					X					
Carewatch (Nottingham)	X	X	X							
Claimar	X	X	X		X	X				
East Midlands Cross Roads	X	X	X							X
Eden Supported Housing										
Eden Supported Housing				X		X	X			X
Freecom Care Services										
Hales Group										
Hatzfield Homecare										
Leda Homecare				X		X				
Leicester housing association										
Mediline										
Nestor				X						
North Notts Crossroads Care				X		X		X		X
Notts Homecare LTD		X		X		X		X		
Premier Nursing Agency										
Priority Homecare LTD										
Pulse										
Rainbow Care Services										
Sterling Homecare LTD Bassetlaw/Newark										
Sterling Homecare (Nottingham)										
Sue Ryder Care										
Supporta									X	
Total Homecare Solutions										
Workwise Healthcare LTD										

Key
E-mail/letter request
No longer operating
Call back

Appendix 6 – List of literature available for carers

Distributed by	Title of publication	Summary of information
Nottinghamshire County Council	Your Guide to Social Care Assessments For Children and their Families	The leaflet is to inform families of the assessment process and how this is used to safeguard and promote the welfare of children. It describes areas that will be assessed to correctly identify needs, expectations of how parents can manage the process.
	How to get social care services Information for Adults	The leaflet is to inform of what services adults may need and what is provided by the council. It discusses the assessment process, how to request an assessment, what questions will be asked, what will happen after if services are required, timescales for an assessment to be completed, paying for services and financial help, further help for carers. The leaflet sets out commitments to high standards and contact information.
	A break from caring	Information about the Carers demonstrator site and also what breaks are available to carers. A list of the areas that the demonstrator site covers is also available
	Do you look after someone?	Helps individuals identify themselves as carers and then offers information on what the next steps are, how a carer assessment is carried out, who is eligible and where further help can be found. Information is also offered in different languages.

	Direct Payments from the Adult Social Care and Health department	Details what direct payments are, entitlements and how they can be used, responsibilities of having a direct payment. Full contact details for the area with how to apply for a direct payment. Frequently asked questions are also answered
	Disabled Facilities Grants. Home adaptations for disabled people	Details about what grant is for a disabled person so they can live as independently as possible by having adaptations made in the home. Leaflet discusses how to applying for a grant, how they are calculated, organising the work to be done and contact details.
	County Carers Unit - Do you look after another adult?	Carers support group information leaflet for a six week programme. Mentions it is free and in various parts of the county. Further contact information given
	Customer Service Centre	Giving the one number (Golden Number) that can help for any queries about County Council services
	Nottinghamshire Welfare Rights Services Carers Allowance Factsheet	What carers allowance is including money amounts, who can claim it, examples of who has claimed it and contact details for applying for the allowance.
	Attendance Allowance	Examples of who can have attendance allowance. Details of the rates and how to qualify for each level and how to apply for the benefit. Also covers what to do if the application is turned down and goes through the appeal process

	Nottinghamshire Carer Newsletter for carers in Nottinghamshire	Discusses carers rights with regards to employment and caring duties. Gives details of support team available.
	Nottinghamshire Care Services Directory 2009/2010	Detailed description of care services in the Nottingham area. Discusses financial issues and paying for care, how services are monitored and managed and how to choose a care home or service. Then lists and gives contact details for all homecare and care home services in the area. It is a complete and comprehensive guide to setting up care services. Service user has information in one place to be able to use from starting to look into services to using them.
	Personal Budgets Your life, Your support, your way	DVD explains about putting people first agenda to keep individuals healthy and independent by allowing them choices in care to be able to do this. Goes into more depth about specific services such as Self Directed Support and Personal Budgets allow people to purchase their own health and social care so it is tailor made to fit their personal requirements. DVD uses personal stories to illustrate what changes personal budgets can make.
	Your money: Benefits for Carers	Guidance for carers on what benefits they are entitled to, tax discounts available to carers, disability benefits for the person being cared for, help with childcare and other financial aspects that may need to be considered by carers.

Age Concern	There For You Community Outreach. Gedling and Ashfield	The service sets out to answer queries for anyone over 50+ and help solve anyone who may be feeling lonely and isolated. Leaflet gives clear contact details.
	Community Advocacy Service	Service Supports older people over age 65 living in communities and residential/nursing homes. Sets out service aims: support, information, representation and complaint procedures. Gives full contact details.
Nottingham Focus Line		Information service for mental health issues through a focus line that is accessible 24 hours a day. Sets out service requirements of who can use it and what the service offers as ongoing support. Lists contact details and complaints procedure.
Cancer Research UK	It's cancer: You're bound to have questions	Gives full details of information that can be found including a nurse specialist. Promotes the amount of specialist knowledge in the area and what a useful tool it can be for any cancer sufferer or carer including rare cancers, tests, diagnosis, treatment and alternative therapies. Gives clear contact details.
Nottinghamshire Healthcare NHS Trust	Finding your way 2008	A comprehensive directory for parents about services for children physical, learning or emotional needs. Covers health, age related issues, education, support services, parent groups and training, play and leisure activities, transport and financial and legal services.

	Caring for Older People. February 2008 edition	Comprehensive booklet into mental health needs of older people. Discussing specific issues such as Dementia. Lists help and services in the area covering: advocacy, welfare rights, Adult Social Care Housing and Health, medical resources, continuing care, housing, telecare and financial and legal arrangements.
	Carer Assessment	Supporting Family and Friends of people in contact with Mental Health Services. Details what a carer assessment is , why it is important and lists all the agencies that can help support with a carers assessment in the area and nationally.
Rethink	A Commitment to Carers	Comprehensive leaflet into caring for someone with mental health illness. Focuses on what a carer should expect from services. Lists all helplines available from different agencies surrounding mental health.
	Helplines	Leaflet Detailing the rethink helpline. Details the focusline and the different areas mental health it can be specific to. Contact details.
Carers Federation	Free and Confidential Counselling for Young Carers	Visual leaflet to explain what counselling is and why it can be useful in times of stress. Basic information about how counselling can help young carers to cope and contact details
	Free and Confidential Counselling for carers and former carers	Leaflet setting out benefits of counselling and recognising the stresses of caring and pressures it can put someone under.

	Adult Carer Support A Free confidential support and information service	Leaflet sets out what defines a carer and how someone with caring duties need support. Cover areas such as benefits, information and support groups.
North Notts Crossroads/ Macmillan		Work in partnership with Macmillan Cancer Support to provide practical and emotional support for those individuals and families living with cancer. Cover Mansfield, Ashfield, Newark and Bassetlaw area. Services from personal care, emotional support and bereavement group support. Contact details given.
Carers UK	Supporting carers in your workforce	A guide for employers as to what they can do to help employees who care for someone else, legal rights of carers and case studies to help show how this works in practice.