



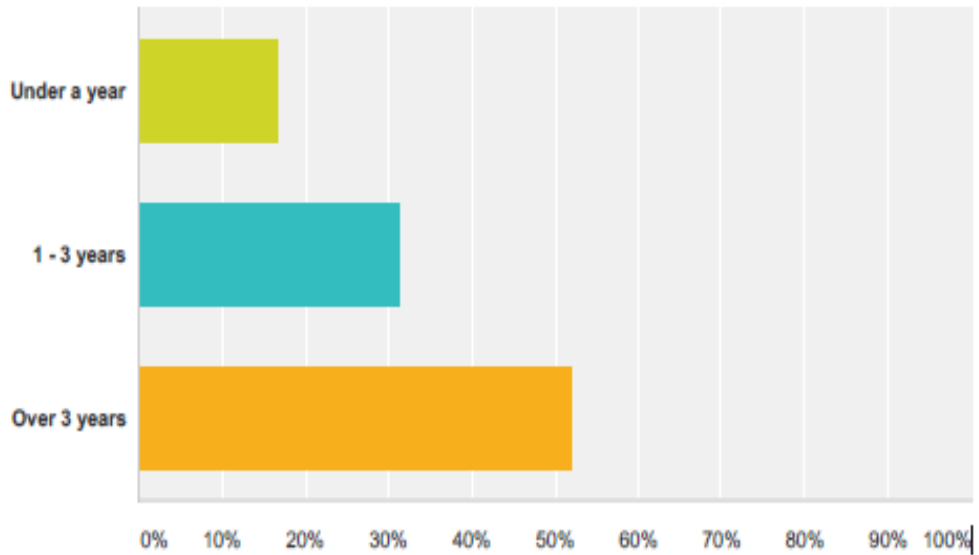
**SUMMARY OF VIEWS FROM CARERS  
ABOUT SUPPORT SERVICES  
PROVIDED BY HEREFORDSHIRE  
CARERS SUPPORT 2015**

**We would like to thank all the Carers that took the time to contribute to this Survey, which we do use to help us to reflect on our services and to plan what we do in the future. We have responded to individual Carers where they have asked questions and provided them with information where we thought this would be helpful. If there is anything that you would like to add or ask about please contact [help@herefordshirecarerssupport.org](mailto:help@herefordshirecarerssupport.org) or phone 01432 356068.**

# The HCS 2015 Survey

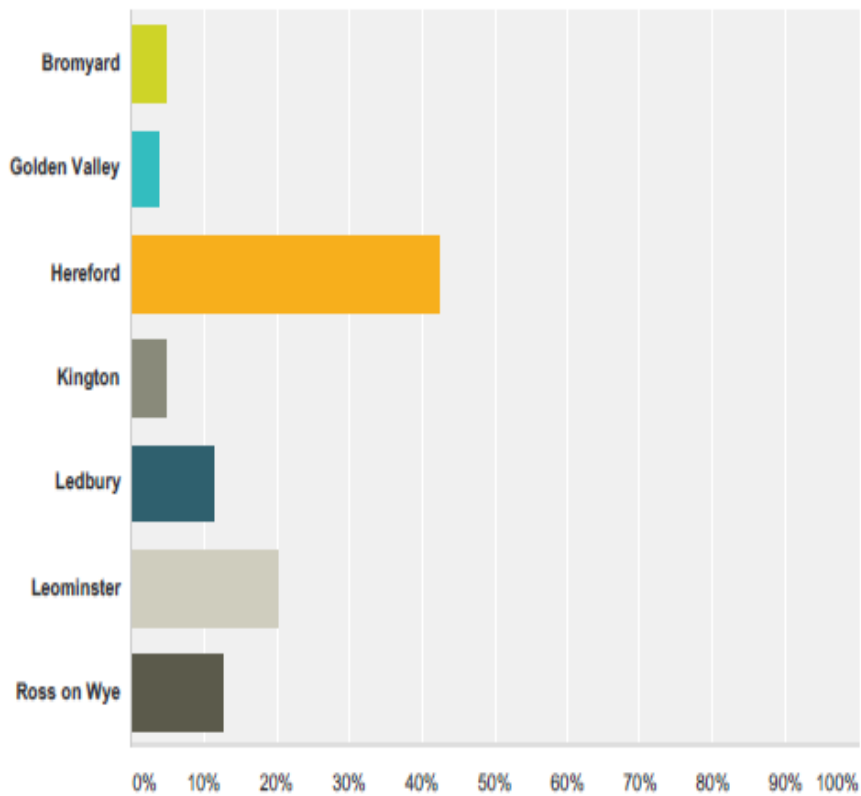
## Q1 How long have you been registered with HCS?

Answered: 102 Skipped: 2



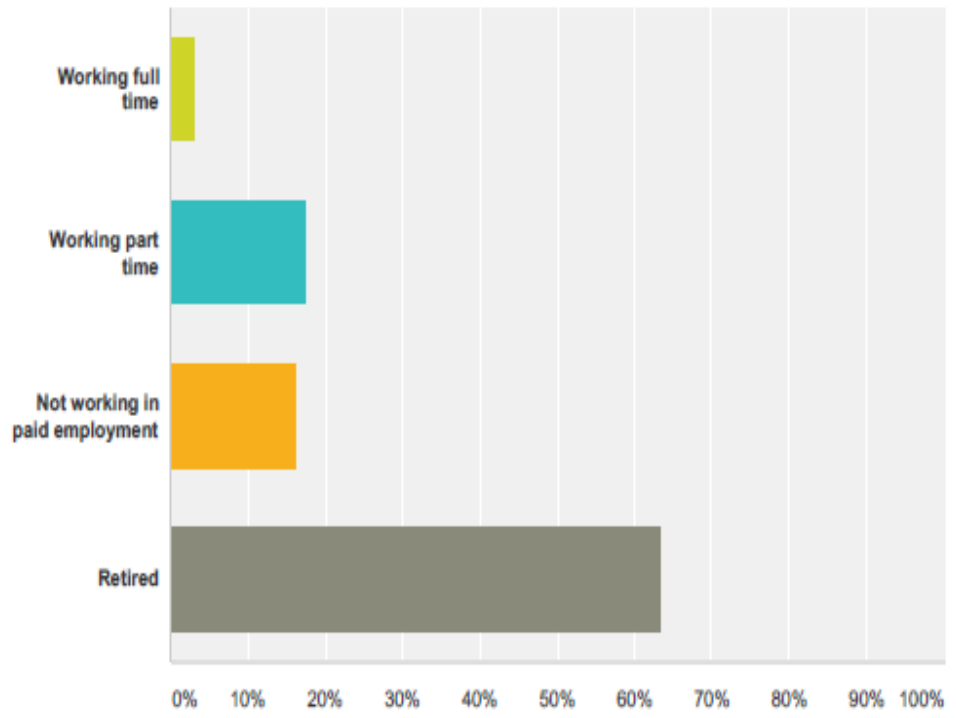
## Q2 Which area of Herefordshire do you live in or nearest to:

Answered: 104 Skipped: 0



### Q3 Are you

Answered: 104 Skipped: 0



**Q4 Which of the following services have YOU received, and how would you rate that service? (Please tick one box per service)**

	Not used	Very good	Good	OK	Bad	Very bad	Total
Carers Rights Day Conference	54	18	6	0	0	0	78
Carers Forum or Parent Carer Voice	56	11	8	2	0	0	77
Carer information events e.g. Money Matters, Autism Awareness	51	17	10	1	0	0	79
Training e.g. Sleep Workshop, Housing Options	61	10	1	1	0	0	73
Carers week events	47	27	6	3	0	0	83
HCS Emergency card Scheme	45	25	6	2	0	0	78
Carers 'I Count' discount card	36	36	12	5	1	0	90
DESH (second disability equipment)/website/short breaks	55	7	8	3	1	0	74
HCS support groups	42	25	13	0	0	0	80
HCS support worker visit	54	18	7	0	0	0	79
Information provided (post/email)	8	59	17	3	0	0	87
Carers Magazine - Keeping In Touch	3	69	21	2	0	0	95
Telephone assistance	45	30	5	0	0	0	80
Independent Support	63	9	3	0	0	0	75
Facebook (closed group) and Twitter	64	7	4	0	0	0	75
Parent Connect befriending service	72	1	0	0	0	0	73
Counselling and emotional support service	68	2	3	2	0	0	75

**Q5 Thinking about how useful services are for ALL CARERS, please rate the importance of the following services:-**

	Highly important	Important	Neither highly important or important	Don't know	Total
Carers Rights Day Conference	35	34	4	13	86
Carers Forum or Parent Carer Voice	29	35	3	15	82
Carer information events e.g. Money Matters, Autism Awareness	36	35	1	11	83
Training e.g. Sleep Workshop, Housing Options	33	31	2	17	83
Carers week events	39	35	6	9	89
HCS Emergency card Scheme	43	33	3	11	90
Carers 'I Count' discount card	35	33	14	9	91
DESH (second disability, equipment)website/short breaks	29	32	2	20	83
HCS support groups	51	28	2	11	92
HCS support worker visit	39	29	1	15	84
Information provided (post/email)	46	38	1	4	89
Carers Magazine - Keeping In Touch	44	48	1	2	95
Telephone assistance	53	22	1	13	89
Independent Support	30	28	2	22	82
Facebook (closed group) and Twitter	11	23	15	29	78
Parent Connect befriending service	25	25	4	28	82
Counselling and emotional support service	44	29	0	14	87

**Q6 If HCS could only provide 5 of our services which 5 do you think we should provide. Please tick ONLY 5 of the following:**

Carers Rights Day Conference	30
Carers Forum or Parent Carer Voice	17
Carer information events e.g. Money Matters, Autism Awareness	33
Training e.g. Sleep Workshop, Housing Options	25
Carers week events	28
HCS Emergency card Scheme	39
Carers 'I Count' discount card	21
DESH (second disability equipment)/website/short breaks	18
HCS support groups	55
HCS support worker visit	32
Information provided (post/email)	22
Carers Magazine - Keeping In Touch	50
Telephone assistance	52
Independent Support	13
Facebook (closed group) and Twitter	0
Parent Connect befriending service	11
Counselling and emotional support service	41

## **Q7 Are there services you would like to receive but not able to access?**

<b>Carers Rights Day Conference</b>	<b>4</b>
<b>Carers Forum or Parent Carer Voice</b>	<b>2</b>
<b>Carer information events e.g. Money Matters, Autism Awareness</b>	<b>8</b>
<b>Training e.g. Sleep Workshop, Housing Options</b>	<b>8</b>
<b>Carers week events</b>	<b>6</b>
<b>HCS Emergency card Scheme</b>	<b>7</b>
<b>Carers 'I Count' discount card</b>	<b>4</b>
<b>DESH (second disability equipment)/website/short breaks</b>	<b>4</b>
<b>HCS support groups</b>	<b>8</b>
<b>HCS support worker visit</b>	<b>8</b>
<b>Information provided (post/email)</b>	<b>3</b>
<b>Carers Magazine - Keeping In Touch</b>	<b>2</b>
<b>Telephone assistance</b>	<b>4</b>
<b>Independent Support</b>	<b>5</b>
<b>Facebook (closed group) and Twitter</b>	<b>3</b>
<b>Parent Connect befriending service</b>	<b>2</b>
<b>Counselling and emotional support service</b>	<b>3</b>

## **Q8 Please add any additional information or comments about the services that we offer:**

- Have had visits from Support Worker and another person, both very helpful. Not quite sure what help we require yet! Would like some help regarding acquiring an electric rider.
- I think HCS does a great job. However, I am sure there are many (like myself) who might feel guilty about having 'nice things' that my caree cannot have too.
- I use mostly information services at the moment. I keep a fairly tight schedule each day as my husband doesn't like to stay in so don't have much spare time to go to anything else.
- Haven't used much but are glad to know you are available.
- Though I have not yet used your service much I am very impressed - thank you.
- I think it is a fantastic service.
- Sadly the Support Group meets on the day I work. But I go to the Headway Carers Support group which is best. The best thing HCS did for me was to speak to the Social Worker attached to the Brain Injury Team as one had waited 5 months for an appointment and heard nothing despite 3 promises to chase it up. My husband was totally unaware of the realist of life and I was really struggling. (He had a stroke)
- I think you do a really good job.
- I feel that with our meetings been held on Mondays that we miss a substantial number of meetings because of Bank Holidays.
- We had a visit from Support Worker Helen who I must say was so kind and very helpful.
- Services are very good. But as I have a lot of health problems. I will not access them but my daughter who also cares may do.

- Excellent Services and support. Unfortunately normally unable to take advantage due to inability to leave wife alone.
- I am sure that many of the services I have not used are very good but my caring duties are such that I have little time for myself without my caree that I am exhausted.
- It is wonderful what help we are getting, many thanks.
- I think it is fabulous that these services and help are available and would hate to see anything cut or reduced.
- It's reassuring your broad spectrum services are available, although we do not use them at the moment.
- I have always found the service excellent and helpful at the time of most need. Especially the support given by individual Carer Support workers.
- One word "invaluable".
- All very good.
- Good set up of parent/Carers group in Leominster.
- No, I accept all time given to us.
- They should be more widely advertised.
- It is very important to know that you are there - to support and help. Thank you!
- I am a newly registered Carer that I don't feel able to fill in this questionnaire - all very wonderful, but overwhelming. Good to know you are there.
- Seems to be some parents i.e. on Facebook giving advice? Age groups?
- Sadly my Husband who I cared for 24/7 passed away but the Leominster group was a vital part of my wellbeing. I couldn't have done it without you people. I still 'pop along' to say hello to the friends I made.

- I believe it is a good service and all involved are nice and supportive. Anything you need to know, the people working for HCS are always helpful.
- Writing from my own point of view, it is so good to know that you are not alone – that there is a service that can provide help when necessary. Praise to these people as well:  
I'd just like to praise Lucia, the Nurse that cared for sees twice a week (Moorfields Surgery).  
Also, Dr Duffett for his ongoing support. Also to 'Boo' the paramedic that not only arrived within 4 minutes but also came back a few days later to see how cared for got on in hospital (the outcome of his problem) We also have a Tunstall system fitted and cared for has a pendant. I have had to contact them twice and they are wonderful. The voice that speaks out in your house and the fact they know the medical history of cared for – they know exactly what to do, which takes the worry away in times of an emergency!
- Brilliant service as ever. Staff always ring back - as promised.
- The services on offer today were fantastic, relaxing, patient and very rewarding.
- Support groups are very important for me but I think I would have telephone assistance if we can have 6.
- I think that the support groups and just being able to go into the office is very important.
- I find the Carers Support magazine 'Keeping in touch' very interesting and informative. DESH is a very good scheme and I will certainly use it when we need to.
- Good to know if I need help I can phone and ask. Was very useful when my Father was admitted to hospital. Regular email contact helps also.
- I find the support group very good for help and enjoy the company and talks.
- The events I have attended have been most enjoyable.

- All services are highly important, as individual Carers will use services that are needed at certain times. Knowing the services are available and where to go for support, assistance and information is exactly what all Carers need. I haven't registered with the Emergency Card Scheme because my Mum already has the Careline system hard-wired into her accommodation, and yes a brilliant scheme.
- HCS is brilliant in every way. Congratulations for a first-rate service.
- I've only just signed in as a Carer and I'm really pleased with all the help there is in place. My Husband has just been diagnosed with Tempo frontal lobe dementia and also has to have a MRI scan to see if there are Parkinson/isms. I'm pretty sure I will need as much help as I can, as his Dementia progresses. At the moment we jog along quite well. I was amazed to see how much help HCS provide and very relieved to know there is help for me as my Husband's dementia progresses.
- I think HCS offer a great and very helpful service to be by giving me all the information and support that I need for looking after my Husband with Dementia.
- Only just registered.
- Contact is needed constantly.
- Currently I am managing the situation at home. My husband had a stroke (short term memory loss) 3 years ago. I find it good to have the Emergency card with me and a Contingency Plan. I shall probably ask for help and advice in the future as my husband 'declines gradually'.
- The service provided is really good and I am very grateful for everything.
- Under question 5. "I've not used the above but I believe they are very important to all that needs them".
- Would prefer landline numbers where possible as mobile phone calls are expensive for many.
- An excellent source.

- I am fairly new to the system. My own needs are currently well served by the services I have used. My local GP is also very supportive.
- When I needed support in 2013, it was very helpful and a big factor in surviving! Now my 'caree' needs less from me, so I am not at my wits end - Yet!

### **Q9 Please add any information about services that you would like Herefordshire Carers Support to develop?**

- Perhaps more things we could do together.
- You seem to have plenty of areas covered! Very good.
- I do not have much/any info about activities/events for children - i.e. like Marches (Have been told by friends but don't know anything about it etc.) More info about children's activities of all ages needed.
- Information and support on the rights of a child! Have support for parents to get the help and advice they need to help them get what the child really needs to achieve and progress to a better future.
- The 'I Count' card has not proved useful for me. I could not use it at Halo Gym to do workout for myself, only to get in free to accompany husband.
- It would be good to have a reminder when meetings are coming up. Perhaps an email or message on Facebook saying "Ross Support Group meets on Wednesday. Subject is . . . ."
- Opportunities for children outside of their school to develop socially, there isn't anything currently for children with complex needs only the 'easier' SEN children.
- My husband has been disabled since birth. I would like to see more attention given to helping him and others like him improving mobility

through physiotherapy and massage techniques. I would go to course supplying this information.

- Am also disabled so cannot use most services.
- Day Care Service for Saturdays and or Sundays. I would pay gladly for this respite.
- At my age now 80+ I have had my/our life. I feel Young Carers need so much help, they are so dedicated to their loved ones but lose their childhood and teenage life, they do need so much help to make happy life for them.
- The only thing I would like to see personally is a rotating gathering for Carers in different areas of the city for people who find it hard to get away other than locally. Coffee/Tea get-togethers!
- Training in First Aid. Also training in lifting people if they fall down.
- The problem I found in the early days of being a Carer was help was not available when needed. Unfortunately crises tend to arise at inconvenient times like evening, weekends and bank holidays. I feel biased as the view is, that help to develop the presence of Admiral Nurses in the county would be advantageous.
- Preparation for life after care. Possible friends of HCS group for Carers whose caring role has ceased, but who still want to support HCS.
- A well selected information package (not an avalanche of material) which could be given to the Carer at the time of diagnosis of Dementia/Alzheimer's in patient.
- Support for Parents with emotional and behavioural needs etc. It can be quite a lonely place without support.
- Visits to us at home.
- A weaning off service for people who find themselves no longer Carers.

- I'd like much more advertisement in Ledbury, perhaps in our monthly 'focus' magazine and 'Ledbury reporter' to encourage more Carers to come to the monthly meetings.
- I honestly can't think you could add to your extensive services.
- In the short time I have been registered with Herefordshire Carers Support, it is very clear how well you liaise with other important groups etc. e.g. Alzhiemers, Taurus Health Care etc. Thank you.
- Contingency plans when there are no other relatives, Chrissy D is looking into this to see if there are any other Carers in the same situation.
- Many of us have children who are leaving college and need employment/career but are not severely disabled enough for many schemes. Would like careers advice.
- For those that might need it: \* Is HCS details available at Stonebow \* Is HCS details available at St Owens Street \* Is HCS details available at Herefordshire Hospital \* Are GP surgeries aware of HCS
- Constant contact.
- Adult Support Groups are welcome but always seem to be health and welfare related. Some 'lighter' themed meeting would be welcome, e.g. flower arranging, tai chi etc. But perhaps space in the venue is a problem.
- Online information and home visits for those whose caring responsibilities necessitate being at home most of the time and who do not wish others to care for their family member.
- Not at this time.
- Perhaps some Day Centres with easy access and parking to give respite for 4-5 hours and lunch to allow Carers time away.