

# Back to Basics: Carers and the Care Act in Haringey – A Work in Progress

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# Our Starting Point:

## Not broken but room for improvement



- Traditional ways of working
- Difficult relationships between the local authority and some carers groups
- A lack of a sharp focus on carers and what matters to them
- Ineffective carers representation – lots of small groups but no united voice
- Lack of local authority capacity to support carers
- A real need for investment and new ways of working

# Back to Basics - Talking and Listening to Carers



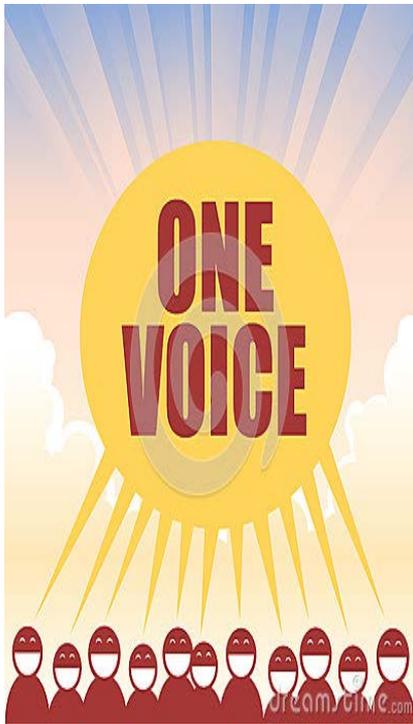
- Engaged and LISTENED to as many carers as possible – any place, anytime, anywhere.
- Key Questions:
  - What impact did caring have on the lives of carers?
  - What did carers think of available help?
  - What did they want in the future?

# Back to Basics – Building Trust



- The role of an intermediary in establishing dialogue – HealthWatch
- Winning and keeping trust
- Key Questions:
  - Do we know what carers think of their local authorities?
  - Who are the “honest brokers,” who can help establish trust?
  - Is there such a thing as carer antipathy?
  - If yes, is it earned by local authorities?

# Back to Basics – A Unified Carers' Voice



- One unified Carers Reference Group established
- Supported by HealthWatch
- The Reference Group is on Haringey's Adults Partnership Board
- Special interest carers groups run in parallel.
- Key Questions:
  - How to ensure the viability of the Reference Group and take forward it's development?
  - Making the Reference Group meaningful?
  - Managing relationships between the Reference and special interest groups

# Back To Basics – Capacity and Investment

## **Better Care Fund:**

- Carers' Development Officer
- Outreach
- Training for carers
- Carers voucher scheme
- Carer awareness training for social and health care staff
- A future operating model for dementia carers support
- Subscription costs for a carers' magazine (Dignity)
- Challenging behaviour workshops