

Community Support Service for Carers

Engagement Questionnaire

September 2020

We need your help!

The Southern Health and Social Care Trust (SHSCT) currently contracts with an independent provider to deliver a range of flexible and responsive community support services for carers.

The current contract is due to end in Spring 2021 and the Trust is starting a process to retender for the provision of this service. We want to engage with carers and stakeholders to ensure that the new contract is appropriately informed and that future carer support services are fitting and effective.

This questionnaire is an important method of ensuring that we get your views. We will also run some digital focus groups with carers and with other groups and organisations providing support for carers.

These will be advertised on the SHSCT Website and on various media platforms. The engagement process will run until 12th October 2020

This questionnaire is available to download via the Southern Health and Social Care Trust website <https://southerntrust.hscni.net/health-wellbeing/community-development-and-user-involvement/carers-information/> and also can be completed on Citizenspace.

We would be grateful if you would take time to complete this questionnaire and return by 5pm on 5th October 2020 to:

Carer's Coordinator
Promoting Wellbeing Department
John Mitchel Place
Newry
BT34 2BU

Or by email at:
carers.coordinator@southerntrust.hscni.net

The feedback from this questionnaire together with that gathered from focus groups will assist the Trust to develop a detailed service specification to ensure the best outcomes for carers within the available resource.

Your response will only be used for this purpose.

1. Are you responding as a carer?

| | | | | |
|--------------|------------|--|-------------------------|--|
| I am a carer | YES | | I live in a rural area | |
| | NO | | I live in an urban area | |

2. Are you responding as a member of a statutory, community, or voluntary organisation?

| | | | |
|------------------------------|--|-----------------------|--|
| HSC | | Other Statutory | |
| Community & voluntary sector | | Other (please state): | |

3. Have you used a community support service for carers?

| | | | | |
|----|--|-----|--|-----------------------------------|
| No | | Yes | | Please indicate which provider(s) |
| | | | | |

4. How have you benefitted from a community support service for carers?

| | |
|---|--|
| Please tick all that apply | |
| It has improved my wellbeing | |
| It has helped me to achieve a better balance in my life alongside caring responsibilities | |
| It has increased my awareness of supports available to carers | |
| It has helped me to sustain my caring role | |
| I am more aware of my rights as a carer | |
| Please tell us what has worked well for you in a community support service for carers: | |
| | |

5. Do you face any barriers or challenges in accessing or benefiting from carers' support services?

Please provide details:

6. How important to you are the following activities in a community support service for carers?

| | Very important | Important | Not important |
|--|----------------|-----------|---------------|
| Social activities giving me time away from the caring role | | | |
| Activities to improve my health and wellbeing | | | |
| Regular information and updates | | | |
| Listening ear/Counselling services | | | |
| Financial/benefits advice services | | | |
| Carers support group | | | |
| Condition-specific support group | | | |
| Carers' information events and seminars | | | |
| Carers' forum to discuss services related to all carers | | | |

7. One aspect of the community support service for carers has been direct one to one support and advice. How should this be provided?

| Please tick one preferred option | |
|---|--|
| Drop-in for carers (e.g. local community centre) | |
| An outreach service available in local area by appointment only | |
| Telephone support service | |
| A virtual support service (using video technology, e.g. Zoom) | |
| A blended approach, using some of the approaches above | |
| One to one support is not important | |

8. Our funding for this service is limited. What do you think are the top three most important elements of a community support service for carers?

| |
|--|
| 1. |
| 2. |
| 3. |
| Please add any further comments below: |

9. How would you prefer to receive communication and services from a carers support service? (Tick all that apply)

| | | | |
|-----------|--|----------------------------|--|
| Email | | Face to face | |
| Post | | Online video/live sessions | |
| Telephone | | | |

10. The Trust's community support service for carers is intended to result in a number of positive outcomes. Do you think these are all still important?

| | Still important | Not as important |
|--|-----------------|------------------|
| Improvements in health and social wellbeing for carers | | |
| Improvements in self-esteem and emotional wellbeing for carers | | |
| Preventing or helping to prevent social isolation of the carer | | |
| Increased likelihood of a carer maintaining a caring role | | |
| Enhancement of advice, information and support services for carers across the SHSCT | | |
| Enhanced understanding by SHSCT staff and other service providers, at all levels, of the issues affecting carers | | |
| Empowerment of carers to make informed decisions and to generally take greater control over their lives | | |
| Cohesive and joint working of the range of services available to carers across the SHSCT area | | |
| Increased carer participation / representation / involvement | | |
| Greater cohesiveness in approach to service delivery within the statutory and non-statutory sectors | | |
| Enhanced signposting and accessing of services within the statutory and non-statutory sectors | | |
| Improved standards / availability in the provision of literature | | |

11. Are there any other outcomes that you think should be included?

12. Any other comments or suggestions?

A summary of feedback from this engagement process highlighting the main changes proposed will be made available on the Trust website and circulated to all identifiable participants.

Together we can ensure that carers have the best support service possible within the current resources available through the Trust, its partner organisations and other support providers across the Trust area.

Please accept our sincere thanks for your time in completing this questionnaire; your input is very much appreciated.

Thank You!!