

ABERDEENSHIRE COUNCIL CARERS' EVENTS - Voxur Box & Questionnaire Analysis

Introduction

Aberdeenshire Council hosted three events for carers during September and October 2009.

The events were in Inverurie, Peterhead and Banchory and were attended by a total of 200 carers.

As part of the programme, the Council asked for views on carers' assessment and short breaks/ respite care. These were areas that the Council was planning to undertake some development work and the feedback from the events was very helpful.

Discussion

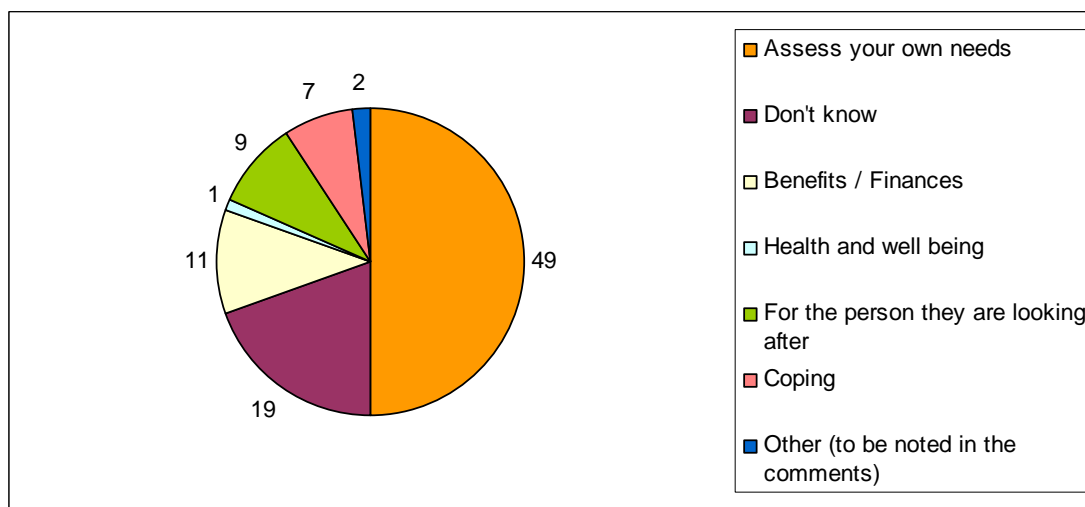
There were two Voxur boxes available at each regional event as well as the opportunity to complete a 'traditional' questionnaire (which had exactly the same questions as the Voxur). Help and assistance was provided in order to enable those who wanted to use the Voxur boxes. The privacy of those who opted to record their feedback using the Voxur boxes was respected and those assisting moved away from the boxes while answers were being recorded.

Below is a quantitative analysis of the feedback received via the Voxur boxes and the questionnaires.

Please note that many people gave very detailed answers therefore each point which was made for each answer was noted. As a result the number of people answering the questions may not always correspond with the number of answers because one person may have made more than one point.

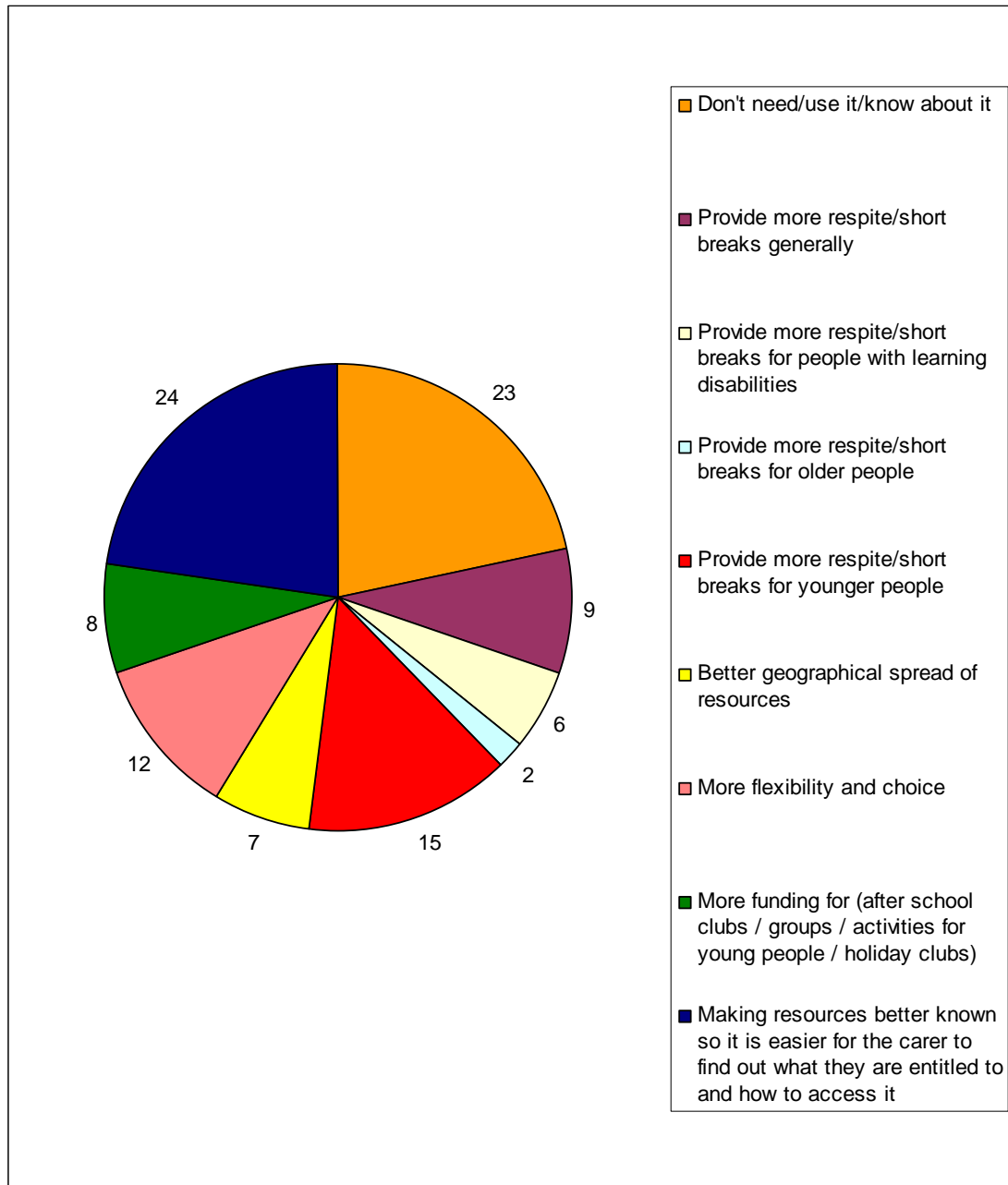
Question 1 – What do you believe a carer's assessment is for?

A total of 98 people answered this question. As you can see from the pie chart below 50% noted that the carer's assessment was to 'Assess their own needs'.



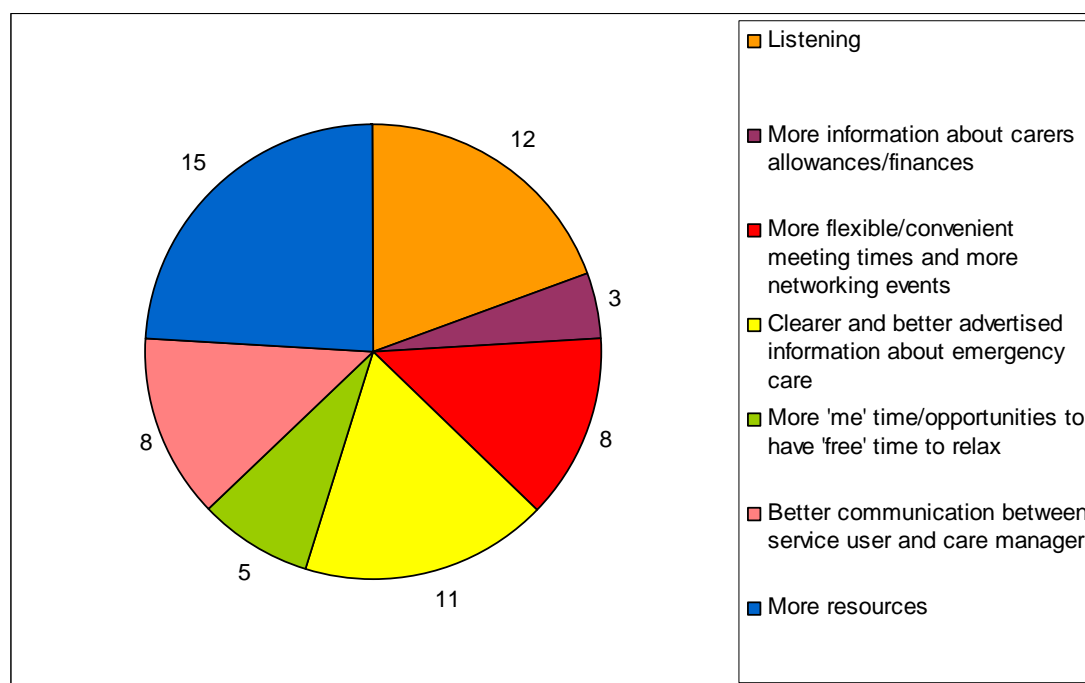
Question 2 – How could Aberdeenshire Council improve respite and short break services?

106 responses were noted. The most common response (22%) was that services for carers needed to be better advertised. If the service had a higher profile then the number of carers who didn't 'need/use/know about it' should improve.



Question 3 – How could we improve the support we give to you?

There were a total of 62 responses to this question. 'More resources' was the main improvement suggested (24%) followed by 'Listening more to their needs' (19%).



Comments

Please see below for a number of comments which were made that didn't fit into the analysis above:

What do you believe a carers assessment is for?

"Government initiative and the right to have one. It may tick boxes and provide information but I don't know of any benefits from it for carers"

"Not sure – ticking the correct boxes and filing the paperwork – then you can sit back and say that one is done until next year"

How could Aberdeenshire Council improve respite and short break services?

"Provide extra post operative support"

How could we improve the support we give to you?

"simplify and reduce the number of forms which need to be completed"

"Access information without having to go through a social worker"

Conclusion

The feedback that we received has been used to help us plan developments in services around short breaks/respite care and carers' assessment

Since the events, we have been working on the following

Carers' Assessment

- Refocused carers' assessment to make it more "carer" friendly and more in line with the requirements for the national minimum information standards
- Redesigned the presentation of the forms so that they are more appealing
- Streamlined the assessment form so that there is now one form which can be completed as a self assessment or with support from a Local Area Co-ordinator or Care Manager
- Raising awareness with staff of the importance of recognising the needs of carers and carers' assessment
- We will shortly be advertising two new Local Area Co-ordinator posts, initially for this year only, to work with carers. Part of their role will be to promote and undertake carers' assessments and to link the identification of need for short breaks / respite care to the Short Breaks Bureau.

Short Breaks/ respite care

- The Short Breaks Bureau is now operational and carers are being encouraged to discuss options for short breaks with the Co-ordinator, once a single shared assessment or carers' assessment has been undertaken. Hopefully, this will address the issue highlighted by a number of carers that they would appreciate more information on the options available
- The Scottish Government funding given to Local Authorities to increase the number of weeks of short breaks/ respite care has been allocated to a number of existing and new projects and developments e.g.
 1. Development of the Aberdeenshire Council Shared Lives Scheme. This services offers personalised community based day services, short breaks / respite care and long term placements in family settings
 2. Investment into the " In Control" trial, offering carers a budget to design and access the personalised services that best meets their needs
 3. Development of a " Buddy Scheme" by Take- A- Break for young adults with additional support needs
 4. Opportunities for carers to have an overnight break with support to help them explore some of the issues that are important to them and have some much needed time out for themselves.

For further information on the Short Breaks Bureau, contact;

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