

Carer Engagement in Cardiff and the Vale of Glamorgan

Between November 2016 and March 2017 Carers Trust Wales and Carers Trust South East Wales undertook a piece of work focusing on carer engagement on behalf of the Vale of Glamorgan Council, the City of Cardiff Council and Cardiff and Vale University Health Board.

We consulted with 128 carers in Cardiff and the Vale of Glamorgan about the value and purpose of a Carers Forum and barriers to engagement.

We also asked 22 support workers for their views.

Do you think the carers forum is a good idea?

- The idea of the forum was questioned by many and welcomed by some.

- Carers wanted a clear purpose and visible outcomes.

“ We want it to be meaningful, we want to give our views. ”

“ Need to feel confident it is going to achieve something. ”

- Concerns were raised about the limitations of a forum.

“ It has to go to the Government, the law makers. ”

- Timely feedback on the results and outcomes was a major requirement for any engagement.

“ We tell people and then we never hear anything. ”

- Everyone wanted to know where the funding was coming from and if replacement care and transport costs would be covered.

“ Forum? Channel money into what we are asking for. ”

“ Funding needs to be long term and sustainable. ”

- Concerns were raised regarding the diverse range of caring roles and how a forum could bring together such challenges and diversity.

“ Different carers, one size doesn't fit all. ”

? How would you engage with a Carers Forum?

- The diversity of preferred engagement methods was as varied as the caring roles.
- Questions were raised regarding how the forum would link with the existing forums.
- Some carers already gave their views during group meetings.

“Facebook, Twitter, Skype, social media.”

“You need to come to us carers, here in group.”

“Small informal forum, small groups, how to build confidence.”

“Combination of methods is vital for reaching as many carers as possible.”

🖐️ Carers told us about the barriers to engagement



Time

Lack of time was the biggest barrier to engagement and timing of meetings.



Consultation fatigue

A lot of consultations are being held.



Respite

Some carers need respite to participate.



Being identified as a carer

“You don’t know you’re a carer until you’re told.”

“I’m not a carer, I’m a wife.”



Language barriers

English is not everyone’s first language. Language used in meetings needs to be plain English.



Funding and lack of services



Isolation

What has become clear is that this is a starting point and that further work needs to be undertaken.



Carers Trust Wales, Third Floor, 33-35 Cathedral Road, Cardiff CF11 9HB.
Tel: 0292 009 0087 • Carers.org • professionals.carers.org

© Carers Trust 2017 Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870). Registered as a company limited by guarantee in England and Wales No. 7697170. Registered office: 32-36 Loman Street, London SE1 0EH.