

DRAFT NHS CARERS INFORMATION STRATEGY OCTOBER 2006

SUMMARY OF COMMENTS RECEIVED THROUGH FORMAL CONSULTATION

South Lanarkshire Carers Network

Comments, incorporating those from Princess Royal Trust Lanarkshire Carers Centre, including:-

- the high number of carers who participated in the consultation exercise;
- references to older carers be deleted;
- the particular role of A&E staff in recognising carers;
- the need to revise the “home from hospital” discharge packs in light of experience;
- involving carers in the training of NHS staff

North Lanarkshire Carers Together

Comments included:-

- proposing a stakeholder workshop to develop detailed plans on how the strategy should be implemented, and posed questions and issues for the workshop

North Lanarkshire Young Carers Project

Comments on a wide range of young carer issues which have been incorporated, and issues for consideration in the action plan.

Lanarkshire Links

Comments included:-

- role of Lanarkshire Links as an organisation well placed to support carers of those with mental illness
- references to useful websites

PAMIS

Comments from this organisation, which focuses on carers of people with profound learning difficulties, included:-

- need for wider engagement/consultation;
- more notice boards or information points in NHS premises;
- questions about the extent of ‘information lines’ knowledge of support organisations.

South Lanarkshire Social Work Department

Comments included:-

- need for stronger linkage to wider carers strategy;
- need for more detail on role and operation of proposed carers support team;
- more reference to young carers;
- section on coping with mental illness is applicable to other carers;
- questions about how to approach black and ethnic minority issues;
- reference to SLC's research into needs of older carers of people with a learning disability;
- lack of clarity over strategy review process;
- differences of view between Social Work Department and the South Lanarkshire Carers Strategy Group on extent to which frontline staff should rely on information line;
- low distribution/uptake of telephone helplines
- lack of awareness about scope of General Medical Services, Direct Enhanced Service for carers, set out in regulatory framework.

South Lanarkshire Health & Care Partnership

Agreed the draft strategy, recognising consultation had not yet concluded.

North Lanarkshire Council/Carers Strategy Group

Comments included:-

- stakeholder workshop to determine detail;
- need for clarity on advocacy;
- asking NHS frontline staff to refer carers to a range of sources of advice rather than solely the information line;
- reference to ongoing discussions around carers support and training proposals.

NHSL Professional Advisory Committees

Comments indicated broad support

Scottish Executive Health Department

Comments included:-

- need to involve minority ethnic and other groups in action planning;
- clarity on delivery arrangements at operational level;
- need to strengthen wider admission and discharge procedures to take carers needs/opportunities into account.