

**You
Said**

We Did

Unpaid Carers

What did we do?

- Healthwatch Wiltshire were commissioned by Wiltshire Council to carry out public engagement to inform the updated Wiltshire Carer's Strategy.
- Healthwatch Wiltshire heard from 245 unpaid carers about their experiences and what support they would like to have available to prevent them from reaching a caring crisis, or to support them at that stage.

Why did we do it?

- Healthwatch Wiltshire were approached because we are a trusted independent organisation, able to gather the views of carers who may or may not be engaged with carers' services.

What did people say?

Carers felt that the following would enable them to avoid or manage a crisis more effectively:

- 24/7 help and advice on the end of a phone.
- Crisis respite care.
- Short term domiciliary care.
- A written crisis plan.
- Counselling service.
- Accessible information and advice specifically relating to advising on what help is available in a crisis.

The engagement also revealed that carers were unaware of services already available to support them, such as training and counselling.

What happened next?

- The report about the carers' experiences and ideas for support was presented at the Wiltshire Carers Action Group and the Wiltshire Carers Involvement Group.
- It was also shared with health and social care commissioners and Wiltshire Council's Corporate Directors and the Cabinet.
- A tiered model for planning carers' services has been confirmed.
- The feedback identified gaps in service provision (such as difficulties accessing support when facing a crisis) and methods to fill these gaps are being planned as key parts of commissioning.

What was the impact?

Carers strategy and services are designed to meet the needs of carers, as they identified.