

We Asked, You Said

What is Your Experience of the First Year of Sandwell Carers Service?



What has your experience been like accessing our service?

You want more flexible support for Working and Parent Carers.



You want more evening and online support outside of standard hours to fit around caring and paid employment.

What has your experience of our support?

Results were positive with the majority agreeing they had developed skills helping to sustain their caring role.

However, only 30% of the group felt connected to local community.



And just 43% of Carers reported improvement in isolation.

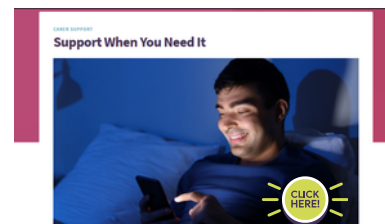
What could Sandwell Carers Service improve?

You said the service is still fairly new and needs more promotion.



✓ Created a **Support When You Need It** webpage with 24/7 and online support options.

✓ We're developing a 24/7 chatbot that will be added to Sandwell Carers Service's website.



✓ Added online and evening Carer support groups to our **What's On** page.

✓ Added information about **Working Carer support** and our **Carer Card online Discovery Sessions**.

✓ We're creating pre-recorded workshops that you can watch a time that's convenient to you.

✓ Updated our **What's On** page with more Carer groups including a link to the **Kissing it Better** calendar.

✓ Added a Carer Groups and Drop-ins section to the **Wellbeing, Relaxation and Time Out** page.

✓ **Raised awareness of Carer drop-ins**, shared **Carer stories** highlighting the support and connection they'd received.



✓ To inspire Carers to create their own Carer group and make connections, we added our **toolkit** and **Angela's story** to our website.

✓ We paid for Facebook advertising to promote our service and our Carers Week event held at Sandwell Valley Country Park.

✓ We have acted on your suggestion to look at promoting our service in The Sandwell Herald.

✓ **Promotional posters** are displayed in local libraries where our regular Carer drop-ins are held.

✓ New Carers joining our service receive Carer journey emails over 12- weeks.

✓ A **Sandwell Carers Service leaflet** along with an updated **Carer ID Card letter** promoting our service, will be sent to card applicants.

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What could Sandwell Carers Service improve?

Ensure community signposting reflects cultural preferences and trusted community partners

What could Sandwell Carers Service improve?

Carers want more opportunities to have their say and influence services.

What would make the biggest practical difference to you as an unpaid Carer?

Carers need to be identified and supported earlier, particularly through health services.

There needs to be better co-ordination between health, social care and Carer support.



✓ We've renamed and improved the website page 'Other Support' to **Community Partners**.

- ✓ We're highlighting our **outreach support across the diverse communities** in Sandwell.
- ✓ Reminded our Advisors to signpost to relevant Community Partners.
- ✓ Encourage our Community Partners to refer Carers to our service and share their events with us.
- ✓ We made our debut at Birmingham and Sandwell Mela, the UK's biggest South Asian music festival to promote our service.

✓ Our **Carers Voice** webpage has been updated, simplifying ways to get involved and have your say.

✓ We have shared Carer stories from **Dawn** and **Angela** showing how lived experience is shaping services.

✓ Surveys and consultations affecting Carers in Sandwell will actively be promoted.



✓ Increased awareness of **Carer support with GPs, hospitals and health professionals, including hospital drop-ins** and Carer Champion Training.

✓ Reminder about registering as a Carer with your GP, **hospital support** such as the Essential Companion Access Card and the update on **Martha's Rule**.



Thank you for your feedback, it's only by sharing your experiences and views that we can learn and make improvements.



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