

Paper 8.0

Governing Body Meeting in Public Thursday 26th January 2017

Title:	HWCB Carers Film 2017	Agenda Item:	8.0
Presented by:	Diana Blackmun, CEO, Healthwatch Central Bedfordshire		
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Responsible Executive Director:			
Has this paper been signed off by the Responsible Executive Director?			
Actions/ Recommendations required by the Governing Body:			
<ul style="list-style-type: none"> (i) That the Governing Body listens to the voice of Carers; the challenges they face on a daily basis and their ideas for how they want to be supported now and in the future, to improve recognition of Carers by NHS/BCCG staff and Clinicians, ensuring that they strengthen support, value and respect for Carers. (ii) That the Governing Body approves continued action from Healthwatch Central Bedfordshire (HWCB) to identify ways of using Carers involvement and voices to develop better commissioning practices for Carers services that will improve local outcomes for Carers and address inequalities. 			
Purpose of Paper:			
To outline details of Healthwatch Central Bedfordshire’s filming project which empowered and involved Carers to share their experience and challenges within their caring role including their ideas for how they would like to be supported in the future.			
Background:			
To highlight the experiences of local residents when accessing health or social care services, whether positive or negative, Healthwatch Central Bedfordshire (HWCB) has developed a series of short films. These films feature service users who want to directly share their story, to help improve service provision or to influence the development of services that will provide the help and support they need.			
Please click on the link below to view our previous films featuring young and older people. http://www.healthwatch-centralbedfordshire.org.uk/about-us/ (scroll to the bottom of the page)			
HWCB held a Health & Wellbeing Event for Young People in February 2016. A number of young people were asked to talk on film about their experiences of health and social care services, and to give their thoughts and ideas for how Commissioners could spend money on services to support young people. This short film was shown at the conclusion of the event and subsequently to the Providers and Commissioners of services for young people to influence service delivery and design. http://www.healthwatch-centralbedfordshire.org.uk/youth-video/			
All HWCB short films are shown to the Commissioners and Providers of health and social care services			

across Central Bedfordshire through HWCB's membership of the BCCG's Governing Body and the Local Authority; Central Bedfordshire Council's Health and Wellbeing Board. The films are a powerful way to demonstrate 'lived experiences' with the intention of influencing and improving service provision and/or delivering services that people want.

The films are also featured on our website and widely distributed to many other Providers and Voluntary organisations to inform their work.

Executive Summary:

Project outline

To continue to highlight the experiences of local residents, HWCB designed and developed a Carers film which will be the third in our series of films.

HWCB successfully applied for and were awarded funding from NHS England, Midlands and East (Central Midlands) area, to develop this project to highlight the challenging role of Carers.

More unpaid care than ever is being provided by family and friends, and public services need to adapt and evolve in order to support Carers and their families. Carers need better support in the workplace, greater financial security and reliable health and care services.

Healthwatch Central Bedfordshire wants to ensure that Carers are given a voice; to be able to share their views and experiences, to explain what it is like for them to be a Carer, both in terms of their own health and wellbeing and their quality of life, and to identify the support they feel they need.

HWCB has worked closely with Carers in Bedfordshire, and other voluntary organisations that support Carers, to help identify previous and current Carers who were prepared to talk on film about their experience. Initially concentrating on older Carers, we asked that they tell their story; how their caring role has affected them, the type of support they currently access and what support they feel they need.

Showcasing the experience of Carers is a very convincing and powerful way of highlighting the issues and concerns people have or are facing on a daily basis to ensure that much needed services are provided and improved for all Carers and the people they care for.

Project timeframe

HWCB scheduled two filming events in early December 2016 at different venues in Central Bedfordshire. Filming was very informal; Carers were advised to talk for as long or as short a period as they would like, although we did use prompts, questions such as '*What do you feel would help you the most in your caring role*', '*Are you supported to take a break from your caring role*' and '*what do you think Commissioners and Providers could spend money on to help support you in your caring role*'.

Why was the project needed?

Carers play a vital role and can potentially save the local authority (CBC) and the Clinical Commissioning Group (BCCG) vast amounts of money. Carers make an enormous contribution to society but they are often under pressure and may struggle in their caring role. It is therefore very important for Commissioners to design services that provide support for Carers, their families and loved ones.

Cuts in health and social care services mean that carers are finding it increasingly hard to look after themselves and to care well for their loved ones. By showing this film to the Commissioners and Providers responsible for services to support Carers, they will be able to

see and hear for themselves the challenges faced by Carers on a daily basis and listen to their ideas for how they want to be supported. HWCB will also make recommendations for service provision, based on information gathered during filming, to improve the recognition of carers and the advice and support available, to ensure support, value and respect for Carers is strengthened.

Proposal / Recommendations

Caring for others should not be to the detriment of the carer's own health and wellbeing and carers can receive support in a number of ways. Healthwatch Central Bedfordshire wants to ensure that the public bodies who provide that support; Local Authority and BCCG/NHS, are fully aware of the support Carers want and need.

HWCB's Carers film provides valuable insights into the experience and personal circumstances of carers of all ages. It is therefore recommended that HWCB Carers Film is shared with all BCCG staff, providers and key stakeholders to ensure that services are designed and delivered to provide the support Carers want and need, now and in the future.

Next Steps

The Department of Health, which is shortly due to launch The National Carers Strategy for 2016, has stated that there is clearly a need for a new strategy for carers that sets out how more can be done to support them. It needs to reflect their lives now, their health and financial concerns, and give them the support they need to live well while caring for a family member or friend.

The Local Authority and the Clinical Commissioning Group will be looking to action the Strategy, when released, to deliver improvements to Carers lives. By viewing HWCB's Carers film in conjunction with the Strategy, they will be able to design and deliver services that Carers want, in all aspects of their lives, giving maximum value for money and ensuring good outcomes for Carers of all ages.

Services for Carers need to be designed and delivered in a way that provides the help and support they need, when they need it. Who better to explain the type of support that can help them the most than Carers themselves?